SL1000 & SL1100 R3
and Associated Items

Release Overview

Date: 13 December 2012

Version: 1.0

Contents

1 PRODUCT SUMMARY 3

2 OVERVIEW 4

3 NEW AND ENHANCED BUSINESS FEATURES - SOFTWARE (NON-LICENSED) 6

3.1 Central Directory Dialling for IPDECT 6
3.2 Call Forward on One Key 7
3.3 Minibar Confirmation 8
3.4 IP DECT Enhancement – 2nd Call Information 9
3.5 IP DECT Enhancement – CLI on Transfer 11
3.6 IP Address Collision Alarm 12
3.7 Name History of Outgoing Call 13
3.8 Automatic Access to InMail by Caller ID 14
3.9 External Paging Enhancement 15
3.10 IP Address of Connected CTI Server 16
3.11 Trunk Route for Speed Dial Entries 17
3.12 Flexible CLI 18
3.13 Display Hotel Guest Name on Calling System Phone 20
3.14 Display Hotel Guest Name on Calling IP DECT Phone 21
3.15 Display Hotel Guest Name on Called IP DECT Phone 22
3.16 ISDN Layer 1 Supervision 23
3.17 Lock MIC Key 24
3.18 Mode Clamp 25
3.19 Call Tax Information 27
3.20 Display Hotel Guest Name 29
3.21 Warning Tone for IP DECT Out of Range 30
3.22 SMDR Buffer Expansion with MEMDB Card 31
3.23 Softkey Disable 32
3.24 Navigation Key Enhancements 33
3.25 WebPro Improvement 35
3.26 InMail Auto Setting 42
3.27 VRS Message Increase with MEMBD 44
3.28 Set DND During a Call 45
3.29 Flexible Language 46
3.30 Second Call for IRG Members 47
3.31 Simplify Hotdesking Logoff 48
3.32 Group Calls Ring when call is Parked 49
3.33 Team Key 50
3.34 Long One-Touch Key Press 52
3.35 Masking of SIP Trunk Authentication Details 53

4 MAINTENANCE ITEMS 54

4.1 PCPro Connection Accounts 54

5 ASSOCIATED ITEMS 55

5.1 PCPro Software 55

6 TECHNICAL INFORMATION 65

7 SOFTWARE AND HARDWARE 66

8 TECHNICAL DOCUMENTATION 67

9 TECHNICAL COURSES 67

10 DOCUMENT HISTORY 67

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

1 PRODUCT SUMMARY

The SL1000 & SL1100 Smart Communication Servers from NEC is designed to be both versatile and scalable for your growing business needs, the SL1x00 supports TDM, IP, video, wired or wireless. Hospitality features and Voice Mail have been integrated into the solution to deliver more value to the system.

The SL1x00 Smart Communication Server is targeted at the small and medium sized business and supports between 4 and 72 users on a single site.

The SL1x00 has the flexibility to support your existing traditional circuit-switched technology and can be fully utilized to run in a pure IP environment, providing a migration path to pure IP while protecting your technology investment.

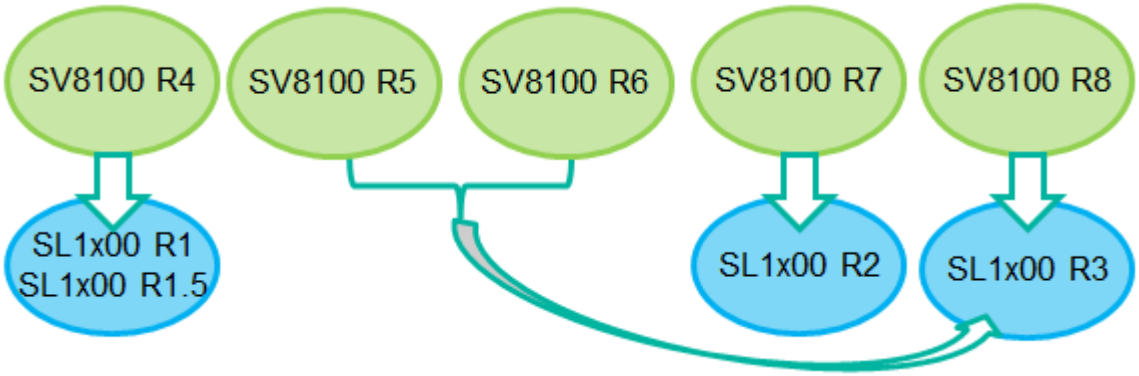
Note. Throughout this document the SL1000 and SL1100 are referred to with a commonname of SL1x00.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

2 OVERVIEW

The SL1x00 provides new and enhanced features with the release of R3 series software.

The diagram below shows the SV8100 Software Revisions that are included in SL1x00 R3 Software. SL1x00 R3 is in line with SV8100 R8 with features from SV8100 R5 and R6 included, the SV8100 R5 and R6 features were not included previously as the SL1x00 was under development at the time. (There is also one feature from SV8100 R3 included in SL1x00 R3, Market Request MRDB2615).



SL1x00 R3 software includes new and enhanced features :-

SL1x00 R3 Software

Non-license items from SV8100 R3

Central Directory Dialling for IP DECT

Non-license items from SV8100 R5

Call Forward on One Key
Minibar Confirmation
IP DECT Enhancement – 2nd Call Information
IP DECT Enhancement – CLI on Transfer
IP Address Collision Alarm
Name History of Outgoing Call
Automatic Access to InMail by CallerID
External Paging Enhancement
IP Address of connected CTI Server

Non-license items from SV8100 R6

Trunk Route for Speed-dial Entries
Flexible CLI
Display Hotel Guest Name on Calling System Phone
Display Hotel Guest Name on Calling IP DECT Phone
Display Hotel Guest Name on Called IP DECT Phone
ISDN BRI Layer 1 Supervision
Lock MIC Key
Mode Clamp
Call Tax Information (AOC)

Non-license items from SV8100 R8

Hotel Guest Name indication
Warning Tone for IP DECT Out of Range
SMDR Buffer Expansion with MEMDB card
Softkey Disable
Navigation Key Enhancements

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

WebPro Improvement
InMail Auto Setting
VRS Message Increase with MEMDB
Set DND During a call
Flexible Language
Second Call for IRG Members
Simplify Hotdesking Logoff
Group Calls Ring when Call is Parked
Team Key
Long One-Touch Key Press
Masking of SIP Trunk Authentication Details

License items

There are no new licensed items in SL1x00 R3

SL1x00 Applications

No new/enhanced applications

SL1x00 Hardware

No new hardware added

Associated Items -

PC Programming:

SL1000 & SL1100

PCPro Connection Accounts Increased

SL1100 (V3.01 only)

New Initial Install Wizard
Improved Chassis View
New Properties Pane
DDI Edit
Destination Picker
Quick Launch Toolbar

For additional information please refer to the SL1000 or SL1100 Product Overview documents. All training courses against new items require the relevant pre-requisite courses.

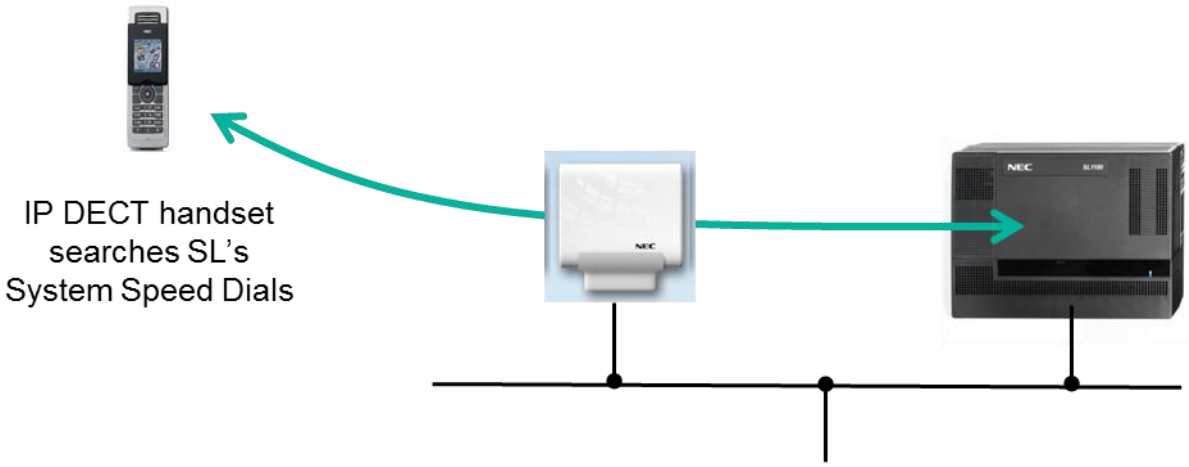
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

3 NEW AND ENHANCED BUSINESS FEATURES - SOFTWARE (NON-LICENSED)

Same as SV8100 R3? - Yes

3.1 Central Directory Dialling for IPDECT

A DECT handset user can now search a telephone number within the common abbreviated dialing (ABB) tables within the SL.



3.1.1 Benefits

Allows the DECT handset to search the SL's Abbreviated Dial stores.

3.1.2 Required Software and Hardware

- G355, I755 and G955 DECT handset (only supported on these models)
- Not supported on the C124 handset
- SL1x00 R3 Software

3.1.3 Training Course Required

- If SL1x00 trained and IP DECT trained then no further training required.

3.1.4 Technical Information

New CMD's.
10-20-14 – IP-DECT Directory Access
Enter the TCP port (4003 recommended)

PCPro – Advanced Items/IP DECT/IP DECT Setup – Enter the TCP port (4003 recommended) against 'IP-DECT Directory Access'

The IP DECT must also be configured to reach the Central Directory Access service.
Open the DAP Configurator – Select Modify / Select the IP DECT system / IP Settings / More / Enter the SL IP address against CDA IP Address & the TCP port against CDA port.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

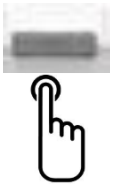
Same as SV8100 R5? - Yes

3.2 Call Forward on One Key

The call forward function key can be set with the destination of the call forward.
Pressing any call forward function key will set/cancel the call forward.The key will light to show that a call forward is set.
Multiple keys can be setup, each having a different destination.

The destination can be omitted to provide the same operation as current software.

Press Call Forward key to set. Lamp is on



Press Call Forward key again to cancel. Lamp is off

Available call forward types:
10: call forward - immediate
11: call forward - busy
12: call forward - no answer
13: call forward - busy/no answer
14: call forward - both ring

3.2.1 Benefits

The user can easily select the call forward to pre-defined destinations.
Call forwards can be cancelled by simply pressing any call forward key.

3.2.2 Required Software and Hardware

- SL1x00 R3 software

3.2.3 Training Course Required

- If SL trained no further training required.

3.2.4 Technical Information

Changed CMD's.
15-07 – Additional data can be entered for Function key types 10~14.
The additional data is the call forward destination.
Additional data can be left blank and the key will operate as current software.

PCPro – Extensions/Extension/Keytelephone/Function key Programming (port or key).

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R5? - Yes

3.3 Minibar Confirmation

Confirmation tone is heard after entering Minibar items at a guest phone.

Dial 781 + Item + Recall + Quantity + Recall

3.3.1 Benefits

Gives confidence that the item has been accepted.

3.3.2 Required Software and Hardware

- SL1x00 R3 software

3.3.3 Training Course Required

- If SL trained no further training required.
- SL1x00 Hospitality Training (or SV8100 Hotel) recommended

3.3.4 Technical Information

No new CMD's.

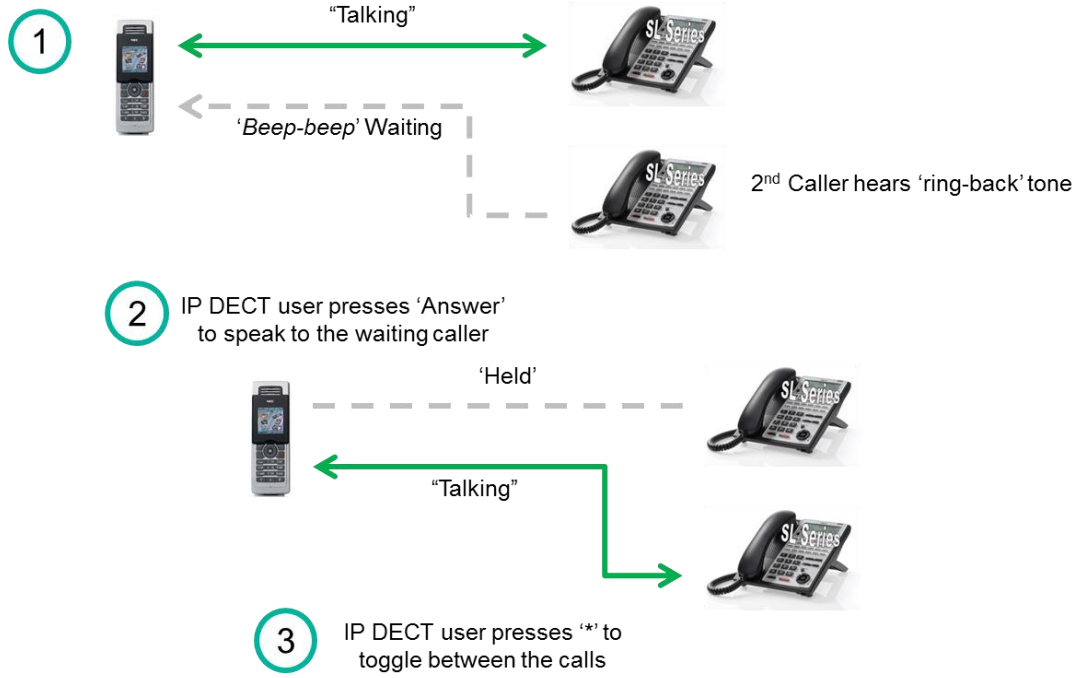
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

3.4 IP DECT Enhancement – 2nd Call Information

Same as SV8100 R5? - Yes

Second call indication to a busy IP DECT handset.
Notes:

- It is not possible to transfer call 1 and call 2 together.
- It is not possible for an IP DECT user to make an enquiry call whilst a 2nd call is waiting
- It is not possible for an IP DECT user to transfer off the 1st caller whilst a 2nd call is waiting
- It is not possible to transfer a call to a busy DECT terminal if this feature is enabled.



3.4.1 Benefits

Lets the user know that another caller is trying to contact them.

3.4.2 Required Software and Hardware

- SL1x00 R3 software

3.4.3 Training Course Required

- If SL trained no further training required
- SL1x00 IP DECT Configuration Training recommended

3.4.4 Technical Information

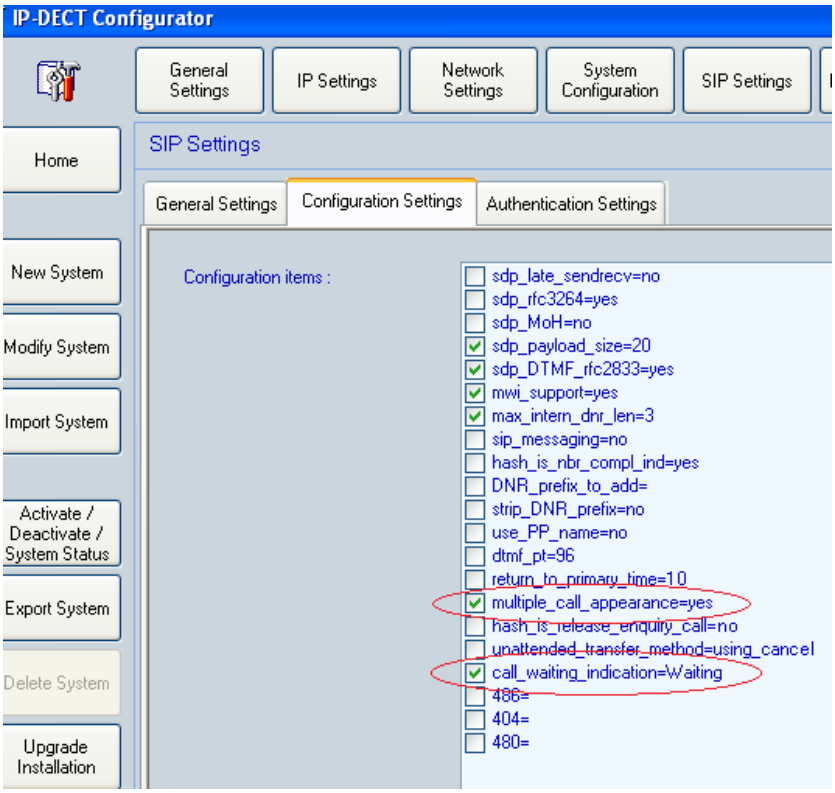
New CMD's.
CMD 20-13-54 Call Waiting for standard SIP Terminal – disable/enable (def ault=0, disabled)

Note: These existing CMD's must also be enabled:
CMD 20-13-5 (Intercom Off-hook signalling)
20-13-6 (Automatic Off Hook Signalling)
20-09-01 (Second External Call)

PCPro – COS check/uncheck Call Waiting for standard SIP terminal

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

The IP DECT must also be configured:
The DAP must have multiple_call_appearances=yes and call_waiting_indication=Waiting. As below :

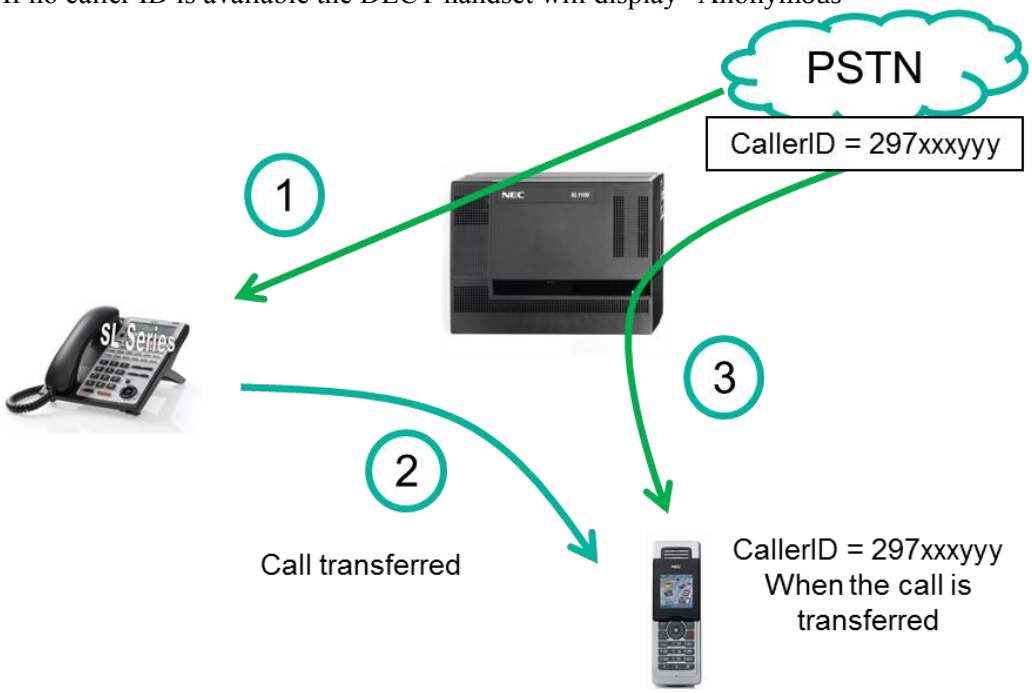


© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R5? - Yes

3.5 IP DECT Enhancement – CLI on Transfer

The Caller ID of the original caller is passed onto the IP DECT handset.
Supervised and Unsupervised transfer is supported.
If no caller ID is available the DECT handset will display “Anonymous”



3.5.1 Benefits

Allows DECT user to respond correctly when answering an unsupervised transfer and gives accurate call history.

3.5.2 Required Software and Hardware

- SL1x00 R3 Software.

3.5.3 Training Course Required

- If SL trained no further training required
- SL1x00 IP DECT Configuration Training recommended

3.5.4 Technical Information

No programming is required for this feature.

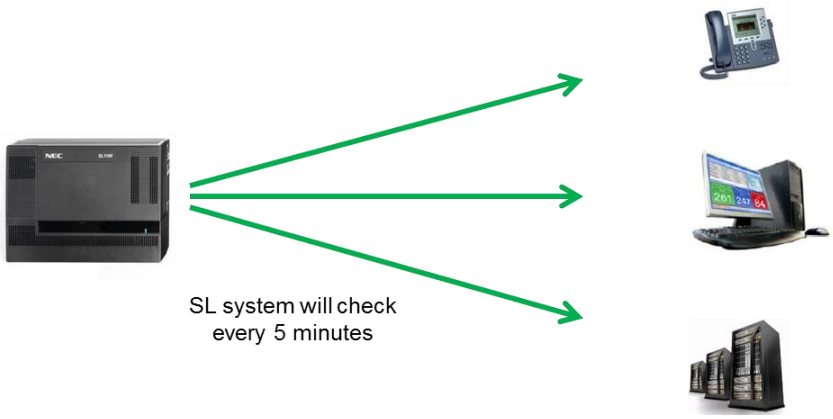
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R5? - Yes

3.6 IP Address Collision Alarm

IP Duplication can cause several issues, one typical issue is one way speech.

The SL can monitor IP duplication by using **"Gratuitous ARP"** (performing an ARP of own address/es.) to check if any other device is showing registered as this address.
This is a periodic task performed every 5 minutes (non-programmable).



The SL can check for duplication of the CCPU IP addresses and VOIPDB IP addresses.

See the following table for addresses checked, alarm name and priority.

Collision check PRG	Alarm display name	Alarm display priority
PRG 10-12-01	**Collision(01)**	10
PRG 10-12-09	**Collision(02)**	1
PRG 84-26-01 GW：1	**Collision(03)**	2

An alarm indication can also be displayed on the terminal display.

3.6.1 Benefits

Improved diagnostics for field issues.

3.6.2 Required Software and Hardware

- SL1x00 R3 software.

3.6.3 Training Course Required

- If SL trained no further training required

3.6.4 Technical Information

Related CMD's.

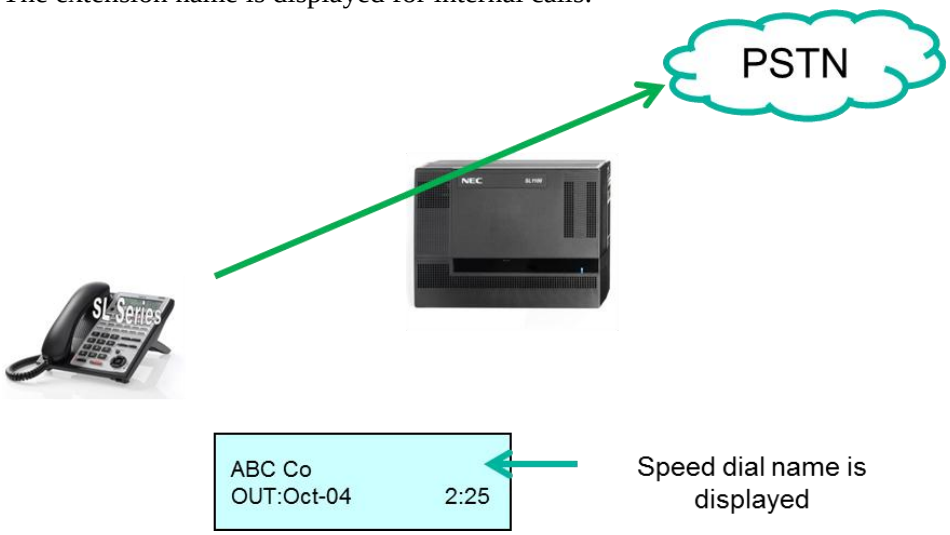
PRG CMD 90-10 Alarm 57 Set alarm as Not Set, Minor (def) or Major.
PRG CMD 90-10 Alarm 57 Set to Report (def: Off)
PRG CMD 90-50 Enter Extension to send alarm to. e.g 200

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R5? - Yes

3.7 Name History of Outgoing Call

The Speed Dial name is displayed for outgoing call history (Redial List).
The extension name is displayed for internal calls.



The user can view the dialed number or name by pressing the Redial key to toggle.

3.7.1 Benefits

Makes identification and selection of the redial easier.

3.7.2 Required Software and Hardware

- SL1x00 R3 software.

3.7.3 Training Course Required

- If SL trained no further training required

3.7.4 Technical Information

No new programming is required for this feature.

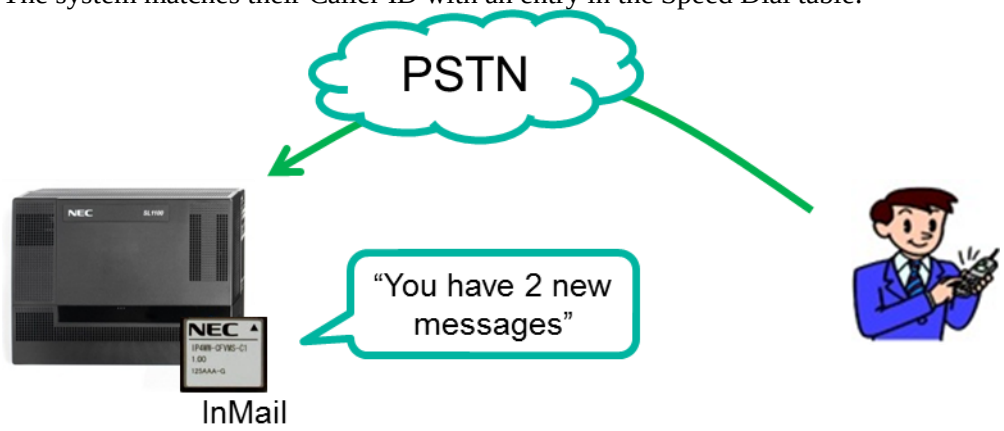
Existing CMD's related to this feature.
CMD13-04 Enter the Abbreviated dial name and number.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

3.8 Automatic Access to InMail by Caller ID

Same as SV8100 R5? - Yes

Allows an incoming caller to route directly to their mailbox to retrieve their messages without the need to enter either the mailbox number or password.
The system matches their Caller ID with an entry in the Speed Dial table.



3.8.1 Benefits

Users can easily retrieve their messages without entering their password when they are out of the office.

3.8.2 Required Software and Hardware

- SL1x00 R3 software.

3.8.3 Training Course Required

- If SL trained no further training required

3.8.4 Technical Information

New CMD's.
13-04-11 – Message Box Number
Enter the InMail mailbox number 1-160 (1~120 are Subscriber mailboxes, 121~128 not used, 129~160 are Group Mailboxes).

PCPro – InMail/InMail Mailboxes/Caller ID Auto Access/Speed Dial Access

Associated CMD's
14-01-22 – Caller ID to VoiceMail must be enabled for each trunk that will receive calls that will be routed to InMail.

PCPro – InMail/InMail Mailboxes/Caller ID Auto Access/Caller ID to InMail

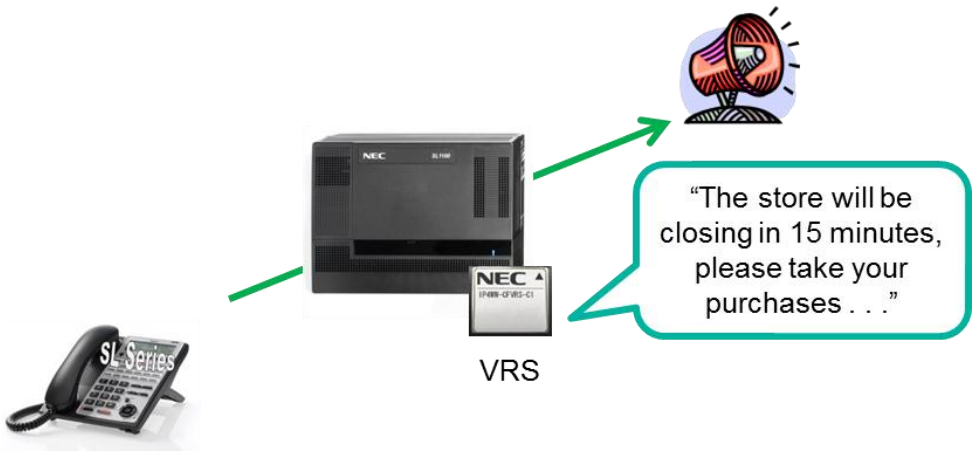
Operation.
An incoming call routed to InMail will automatically log on to the mailbox specified in 13-04-11 when the CLI matches the speed dial.
For example an incoming call routed to Ring Group102.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

3.9 External Paging Enhancement

Same as SV8100 R5? - Yes

A pre-recorded VRS message can be played over the external paging zone, this is useful for repeated paging announcements.
Can be used with the built in VRS or the PZ-VM21 plus compact flash card.



Only available for external paging, not supported for internal or combined paging.

3.9.1 Benefits

Gives professional announcements and removes repitition for the user, ideal for retail outlets etc.

3.9.2 Required Software and Hardware

- SL1x00 R3 software.
- External Paging equipment

3.9.3 Training Course Required

- If SL trained no further training required

3.9.4 Technical Information

No programming is required for this feature.

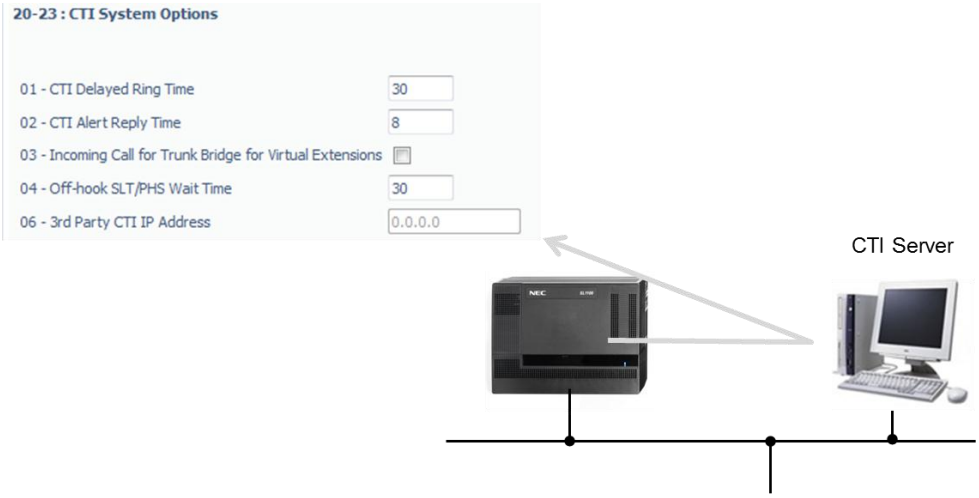
The user dials the External paging zone service code 803
Dial * followed by the zone number
Enter the VRS message number 001~100 (001~004 for built in VRS)
These VRS message is played over the External Paging zone, the user hears the announcement while it's played over the external zone.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R5? - Yes

3.10 IP Address of Connected CTI Server

The IP address of the 3rd Party CTI Server can be viewed within PCPro.


20-23 : CTI System Options
01 - CTI Delayed Ring Time
30
02 - CTI Alert Reply Time
8
03 - Incoming Call for Trunk Bridge for Virtual Extensions
04 - Off-hook SLT/PHS Wait Time
30
06 - 3rd Party CTI IP Address
0.0.0.0
CTI Server

3.10.1 Benefits

Allows the maintainer/administrator to easily find the IP Address of the 3rd Party CTI server connected to the SL.

3.10.2 Required Software and Hardware

- SL1x00 R3 software.

3.10.3 Training Course Required

- If SL trained no further training required

3.10.4 Technical Information

New CMD's.
20-23-06 – IP Address of the 3rd Party CTI device (view only)

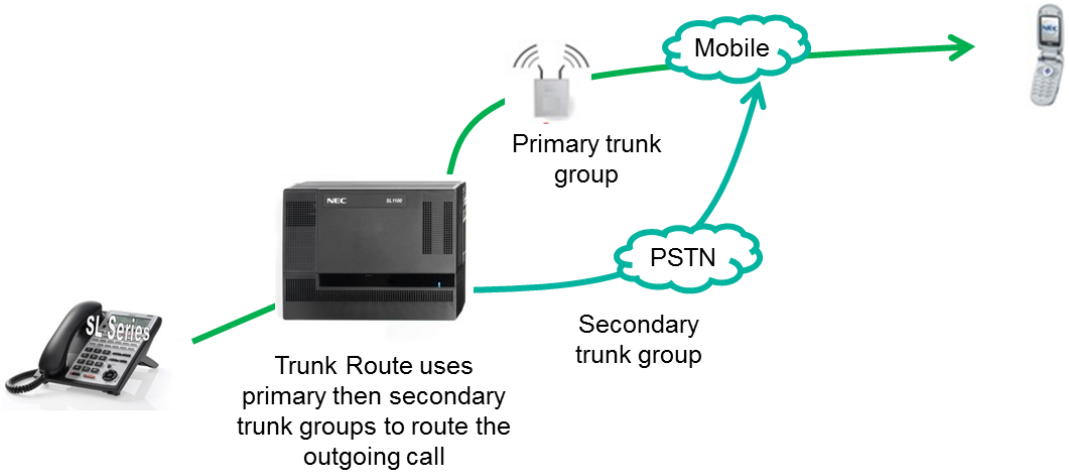
PCPro – 20-23-06

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

3.11 Trunk Route for Speed Dial Entries

Speed Dials can be setup to use the Trunk Routes rather than just the Trunk Groups.
A Trunk Route is a collection of up to 4 Trunk Groups, each group given a priority order.
This allows alternate routing when all line are busy within the primary Trunk Group, a trunk in the next priority Trunk Group can be seized.


Mobile
Primary trunk group
PSTN
Secondary trunk group
Trunk Route uses primary then secondary trunk groups to route the outgoing call

An example of alternate routing is when Speed Dials to mobile numbers are routed via a GSM Gateway, if the Gateway is busy then calls can be routed over the PSTN lines.

3.11.1 Benefits

Allows more flexible routing of Speed Dials.

3.11.2 Required Software and Hardware

- SL1x00 R3 software.

3.11.3 Training Course Required

- If SL trained no further training required

3.11.4 Technical Information

New CMD's.
13-01-04 – Speed Dial Function Setup, Trunk Access Routing (Select Trunk Route option)
This is a global setting for all Speed Dials.
13-05 – Speed Dial Trunk Group/Route (enter the Trunk Route number 1~25 for each Speed Dial)
Default = 0 (use extension routing).
If the Trunk Route is set to 0 then the Trunk Routing for the extension will be used in CMD 21-02

PCPro – Speed Dial/Speed Dial Function Setup
Speed Dial/Speed Dial Number and Name, Trunk Group/Route selection.

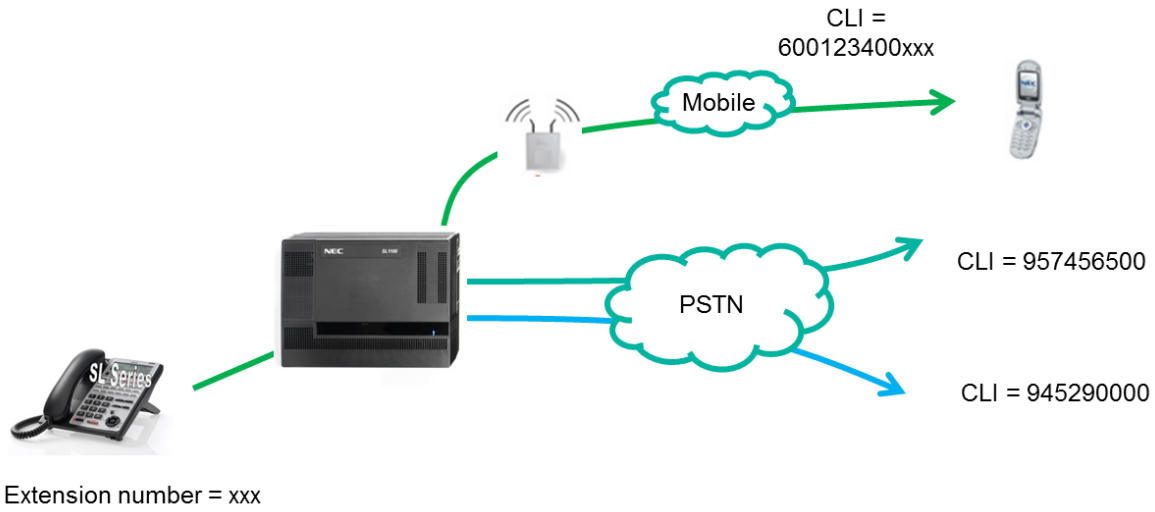
Associated CMD's
14-06 – Trunk Group Routing (enter ther Trunk Groups used for each Route)
14-05 – Trunk Groups (Assign trunks into Trunk Groups)

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? – 90%

3.12 Flexible CLI

The Caller ID sent by the system for outgoing trunks calls is now more flexible and allows the selection of CLI for each trunk.
The system can also combine two CLI tables for greater flexibility.



3.12.1 Benefits

Allows the selection of CLI per trunk rather than per trunk type: ISDN/SIP.

3.12.2 Required Software and Hardware

- SL1x00 R3 software.

3.12.3 Training Course Required

- If SL trained no further training required

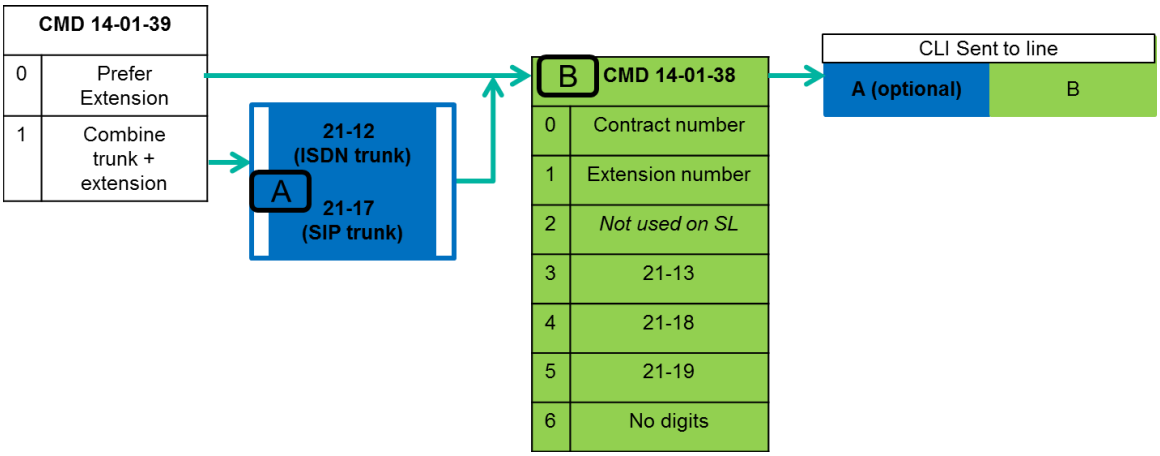
3.12.4 Technical Information

New CMD's.
14-01-38 – Outgoing CLI Selection, select the CLI to be sent for each trunk (default = Contract Number)
14-01-39 – CLI Composition, select single or combined CLI (default = single)

PCPro – Trunks/General/Trunk Outgoing CLI

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Operation
The diagram shows how the system builds the CLI based on the settings of the new CMD's.



CMD 14-01-38 settings

0	Pre R3 operation, eg sends the CLI set in 21-13 for ISDN lines. If 21-13 is empty then no CLI is sent.
1	Extension number (set in 11-02)
2	*SV8100 only - Not used on SL1000 or SL1100*
3	CLI from 21-13 (CLI per extension for calls via ISDN lines)
4	CLI from 21-18 (CLI per extension for H.323 lines)
5	CLI from 21-19 (CLI per extension for SIP lines)
6	Sends trunk CLI from 21-12 for ISDN lines or 21-17 for H.323/SIP lines

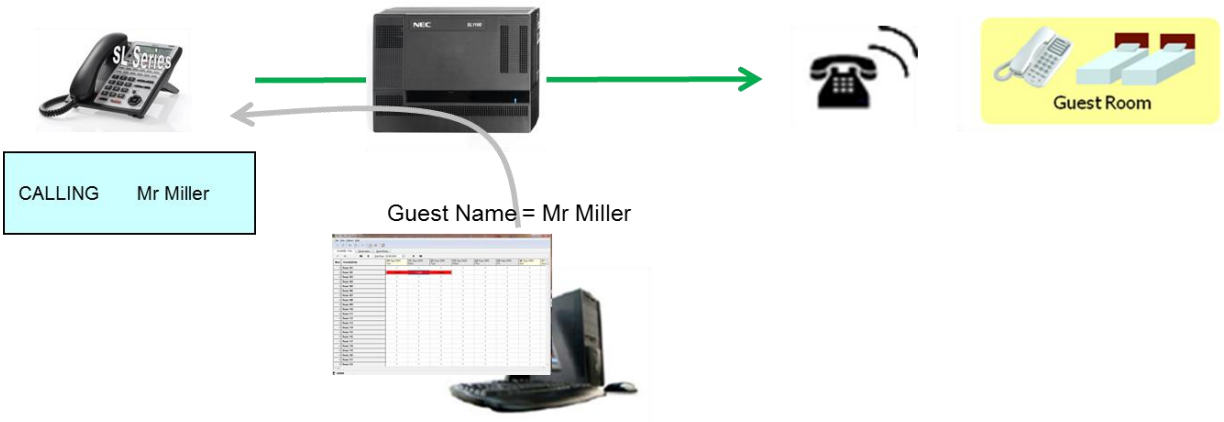
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

3.13 Display Hotel Guest Name on Calling System Phone

The Guest name will be sent (during ringing state) to a system phone when the system phone makes a call to the Guest phone.

Guest name on answer was already supported on previous versions.



3.13.1 Benefits

Hotel staff know the name of the guest before the call is answered.

3.13.2 Required Software and Hardware

- SL1x00 R3 software.

3.13.3 Training Course Required

- If SL trained no further training required
- SL1x00 Hospitality Training (or SV8100 Hotel) also recommended

3.13.4 Technical Information

No new programming is required for this feature.

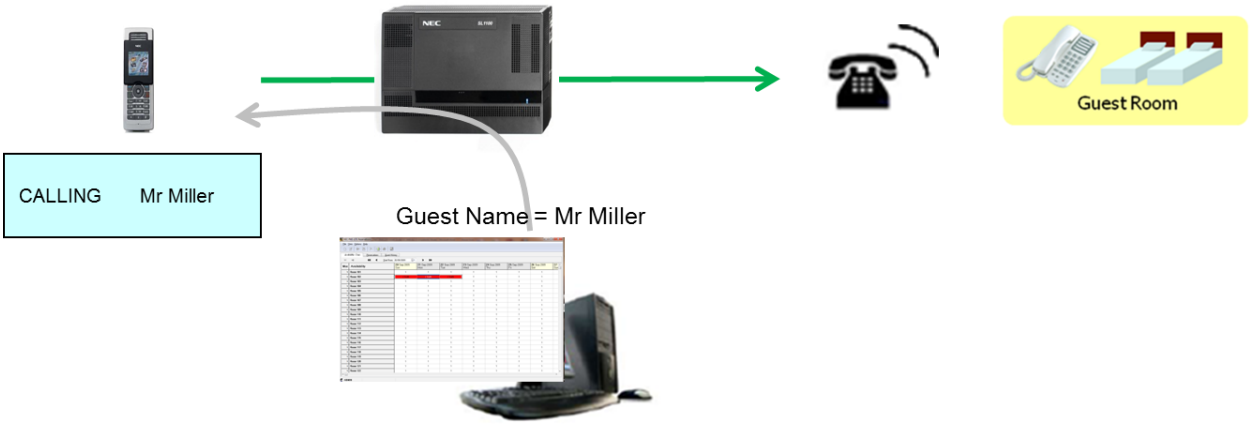
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

3.14 Display Hotel Guest Name on Calling IP DECT Phone

The Guest name will be sent (during ringing state) to an IP DECT handset when the IP DECT phone makes a call to the Guest phone.

Guest name on answer was already supported on previous versions.



3.14.1 Benefits

Hotel staff know the name of the guest before the call is answered.

3.14.2 Required Software and Hardware

- SL1x00 R3 software.

3.14.3 Training Course Required

- If SL trained no further training required
- SL1x00 Hospitality Training (or SV8100 Hotel) also recommended

3.14.4 Technical Information

No new programming is required for this feature.

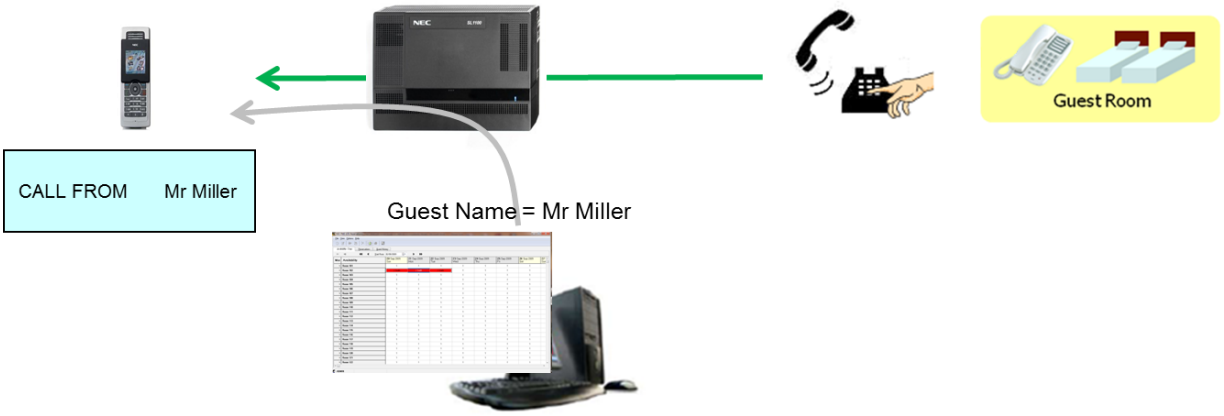
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

3.15 Display Hotel Guest Name on Called IP DECT Phone

The Guest name will be sent (during ringing state) to an IP DECT handset when the Guest phone makes a call to the IP DECT phone. This allows staff to instantly recognise the caller and greet accordingly.

Guest name on answer was already supported on previous versions.



3.15.1 Benefits

Hotel staff know the name of the guest so can give a more professional response.

3.15.2 Required Software and Hardware

- SL1x00 R3 software.

3.15.3 Training Course Required

- If SL trained no further training required
- SL1x00 Hospitality Training (or SV8100 Hotel) also recommended

3.15.4 Technical Information

No new programming is required for this feature.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

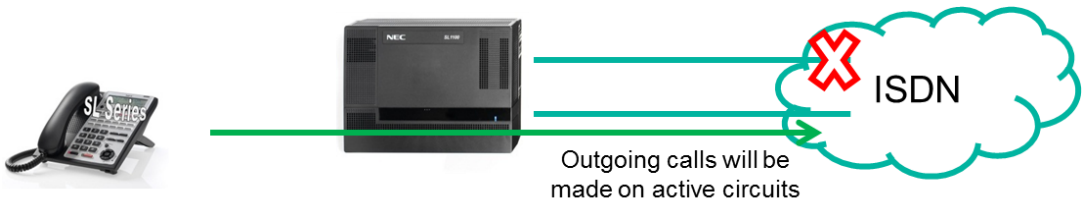
Same as SV8100 R6? - Yes

3.16 ISDN Layer 1 Supervision

Layer 1 operation of ISDN can vary based on functionality, territory or exchange connected to:

Layer 1 always ON – layer 1is always provided, and any dip in this indicates loss of link. In this case an alarm is required and the ability to take the associated lines out of service on the SL.

Layer 1 Off on IDLE– layer 1 is off when idle, therefore it should not raise an alarm or take the associated lines out of service.



3.16.1 Benefits

Prevents users seizing lines that are not in working order.

3.16.2 Required Software and Hardware

- SL1x00 R3 software.

3.16.3 Training Course Required

- If SL trained no further training required

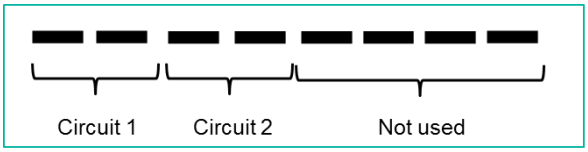
3.16.4 Technical Information

New CMD's.
10-03-25 Layer 1 Supervision (Default Off)

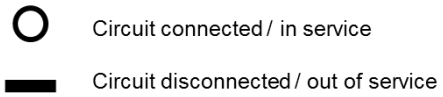
PCPro – Card Configuration/ISDN Port Setup/BRIA Port Setup

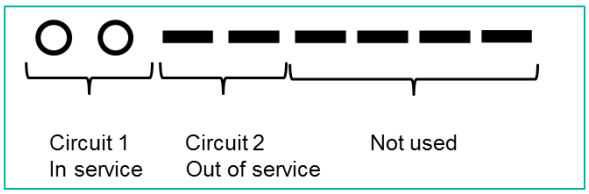
To view the status of the ISDN circuit = CMD 90-60:

KeyTel Pro – 90-60 (real time)
PCPro – 90-60 (Download to update status)
WebPro – 90-60 (Refresh to update status)



The BRI status can be viewed per slot and is presented as shown:





© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

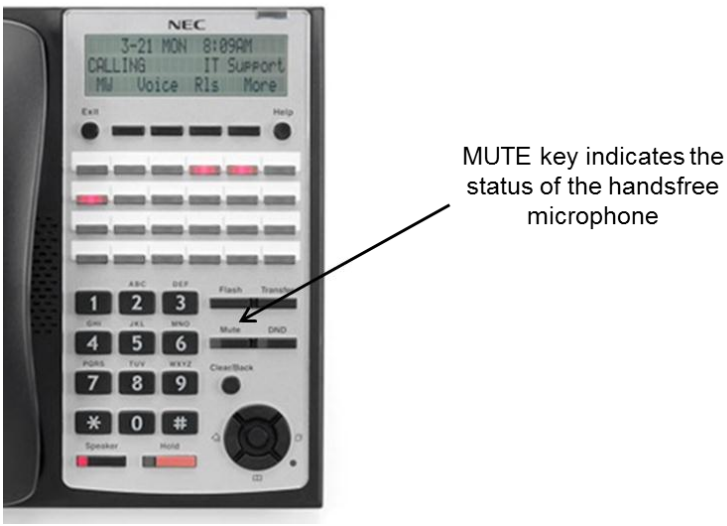
Same as SV8100 R6? - Yes

3.17 Lock MIC Key

The Microphone status on a handsfree call can often catch users out. This can lead to missed speech at the start of the call.

From R3 this becomes configurable, to allow 3 settings,

- As current operation
- Start with the mic enabled
- Start with mic muted



3.17.1 Benefits

Allows users to know the status of the microphone when making or taking a handsfree call.

3.17.2 Required Software and Hardware

- SL1x00 R3 software.

3.17.3 Training Course Required

- If SL trained no further training required

3.17.4 Technical Information

This is a very simple feature, selecting the default state for the microphone when making or receiving handsfree calls.

The microphone state can be changed during the call but will revert to the default for the next call.

New CMD's.
15-02-69 Microphone Operation on Handsfree (Default: 0, Do not change MIC status, as current operation)
0 = As current operation
1 = Start with the mic enabled
2 = Start with mic muted

PCPro – 15-02-69 Microphone Operation on Handsfree (Default: Do not change MIC status, as current operation)

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

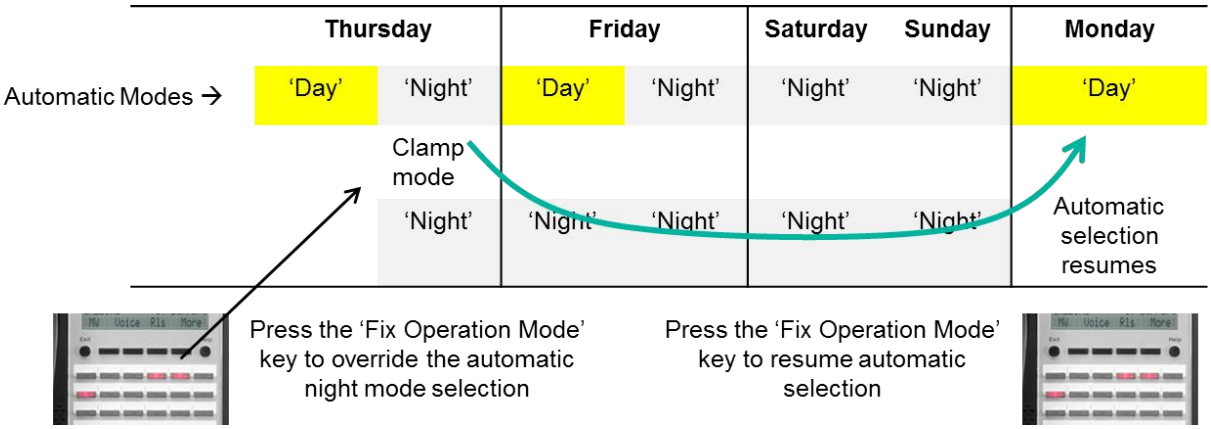
3.18 Mode Clamp

It is a regular requirement for businesses to want to act in a certain mode during Public Holidays, require unscheduled early closing times or skip lunch breaks etc.

This typically requires engineer assistance and usually at the last minute!

How simple to just press a key to lock the mode you wish.

With R3 select the mode you wish to continue with then press the mode clamp key and the mode will stay as this until the button is pressed again, therefore overriding the automatic schedule.



3.18.1 Benefits

Gives the customer the ability to easily override the automatic night mode operation when they choose.

3.18.2 Required Software and Hardware

- SL1x00 R3 software.

3.18.3 Training Course Required

- If SL trained no further training required

3.18.4 Technical Information

To allow this feature a function key must be programmed on the phone.

User Setting:
Service code 851 + #07 + Night Mode Group 1~4
Function keys can also be setup via the Soft Key Menu/Key Assignments (SL1100 or 24TiXH IP Terminal only)
Not available within Navigation Key Menu for Key Assignments.

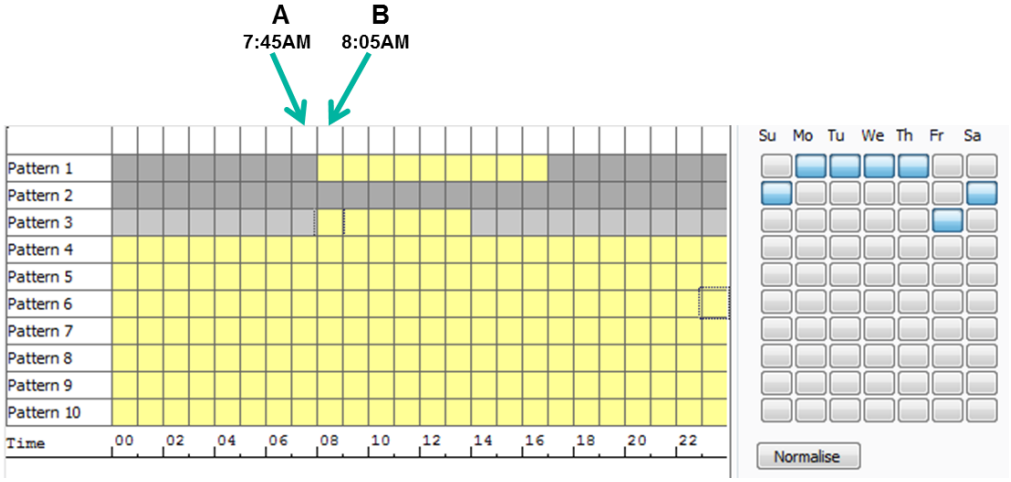
Existing CMD:
PRG-15-07 and selecting #07 – Fix Operation Mode and a night group number 1 to 4.

Operation:

- Night modes are grouped on the SL, the default setting is all lines and extensions are in Night Mode Group 1.
- When the Mode Clamp key is pressed (key will show red lamp) then all automatic night mode settings are ignored for the night mode group.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

- It is not possible to manually change night mode from an extension in the assigned night mode group.
- When the Mode Clamp is released (lamp off) the current automatic night mode is NOT used, the system will remain in the 'Clamped' mode until the next automatic mode change time (or can be manually changed).
  For example:
  1. Mode Clamp set at 17:05 on Thursday when Night 1 active.
  2. Mode Clamp released at
     A - 07:45 on Monday morning – The system will remain in Night 1 until 08:00
     B - 08:05 on Monday morning – The system will remain in Night 1, Day mode MUST be selected manually.



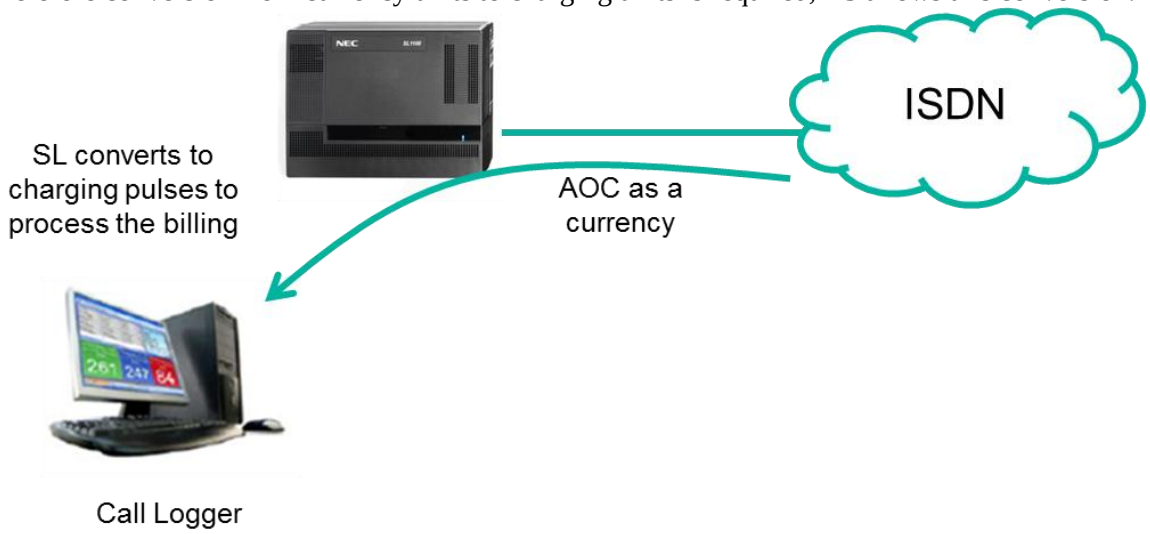
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R6? - Yes

3.19 Call Tax Information

In certain countries the Advice Of Charge which is provided by the ISDN carrier cannot be properly recognised and recorded. This is due to the information being provided in currency rather than charging units.

Therefore conversion from currency units to charging units is required; R3 allows this conversion.



3.19.1 Benefits

Provides correct costing conversion allowing greater compatibility.

3.19.2 Required Software and Hardware

- SL1x00 R3 software.

3.19.3 Training Course Required

- If SL trained no further training required

3.19.4 Technical Information

Two methods to indicate the call charge are used:

ETSI AOC using currency units
The Swiss ISDN sends AOC information in Facility messages encoding the AOC as currency (monetary) units. This is different to other ISDNs that send charging (pulse) units.

Display messages using special formats
In some ISDN services, the charging information is sent using an INFO message with a DisplayIE that shows the AOC in a special format that needs to be recognised and parsed.

Conversion from currency units to charging units
As the system uses charging units (meter pulses) for the call charging, a conversion needs to be applied.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Two new CMD's allow for this conversion of data:

PRG-20-05-08 gives a value per meter pulse.

Value per Charging Unit
A value between 1 and 65000
Default = 1.

PRG-20-05-09 a multiplier of the above to give the price.
Multiplier for Charging Unit Price
A selection of:

0 one thousandth
1 one hundredth
2 one tenth
3 one
4 ten
5 hundred
6 thousandth

These values match those in the ETSI specification EN 300 182-1 v1.3.6.
The default = 1:"one hundredth"

The two commands give the (carriers) price per meter pulse.

Example.
If the price is 6 cents per pulse.
You should enter:

- 6 in PRG 20-05-08
- 1/100 in PRG 20-05-09 (as one Cent is 1/100 of a Franc)

When the carrier then sends an advice of charge for SFr1.23, the system will divide this by 0.06 (= 6 * 1/100) to find 20.5 pulses which are round up to 21 pulses.

If you have a meter pulse price of, e.g. 6.3 Cents.
You should enter 63 and 1/1000.

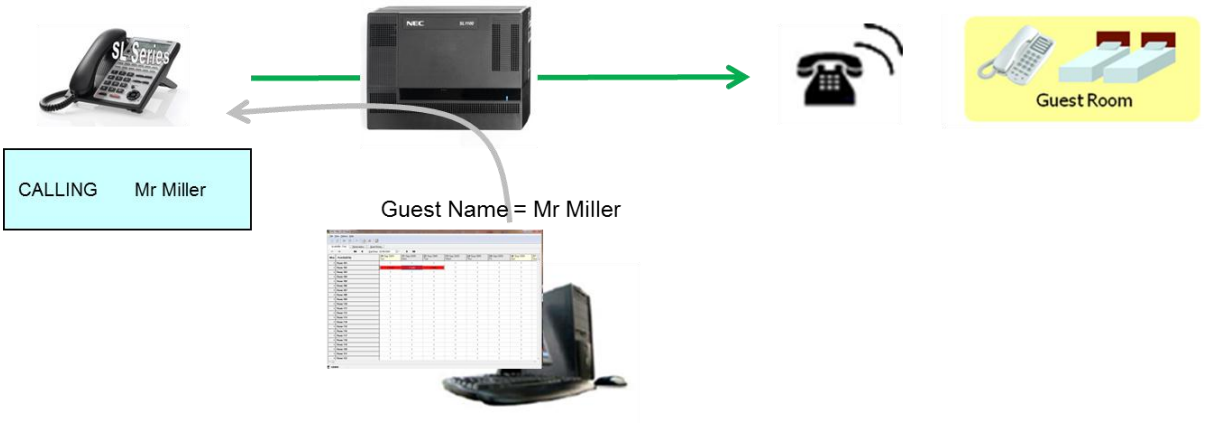
Then the system will divide the SFr1.23 by 0.063 (= 63 * 1/1000) and gives 19.52 pulses and rounds them to 20 pulses.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.20 Display Hotel Guest Name

Hotel Guest name display is available for a variety of calls for hotel room telephones.
With R3 the option has been added to select when the hotel guest name is displayed.



3.20.1 Benefits

Allows the hotel to select to privacy of guest names there require.

3.20.2 Required Software and Hardware

- SL1x00 R3 software.

3.20.3 Training Course Required

- If SL trained no further training required
- SL1x00 Hospitality Training (or SV8100 Hotel) also recommended

3.20.4 Technical Information

The new CMD's are added to Hotel Class of Service to allow different settings for individual phones.

New CMD's.
CMD 42-03-14 Show guest name on the other hotel phone – this is selected if you wish guests to see the guest name of this phone. This is not usual practice. Off by default.

CMD 42-03-15 Show this guest name on staff phone – this is selected if you want the guests name to display at a staff phone. By default this is on, allowing staff members to see guest names on the display. This could be turned off if there are guests requiring privacy

CMD 42-03-16 Show guest name on this staff phone – select if you want the member of staff to see guest names on their display. On by default, however you can turn off if you do not wish certain members of staff to see guest names for privacy reasons.

PCPro:Advanced Items/Hotel/Hotel Class of Service

The options available are:

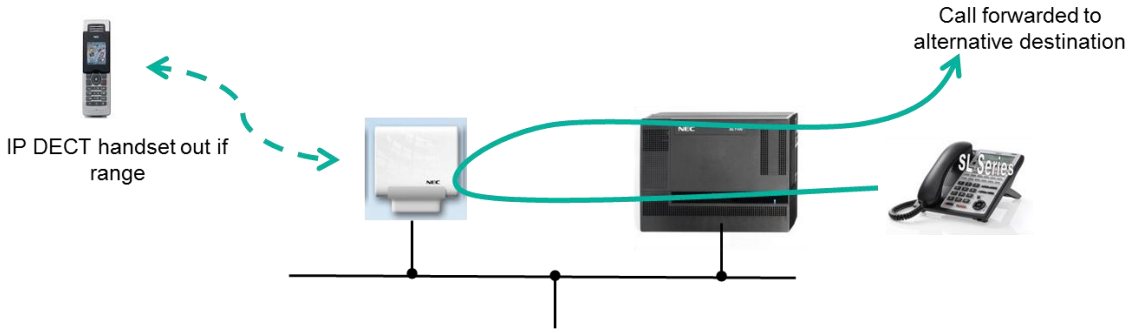
	42-03-14	42-03-15	42-03-16		42-03-14	42-03-15	42-03-16	Guest name displayed?
Guest	x	0	x	**Staff**	x	x	x	No
	x	1	x		x	x	0	No
	x	1	x		x	x	1	Yes
Guest	0	x	x	**Guest**	x	x	x	No
	1	x	x		x	x	x	Yes

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.21 Warning Tone for IP DECT Out of Range

R3 improves the tone type given for Out of range or powered off IP DECT phones. Rather than the standard busy tone, an unavailable tone is give (Faster busy) to allow the user to know the extension is not contactable rather than on a call.



3.21.1 Benefits

Allows callers to make a more informed decision on contacting the extension again.

3.21.2 Required Software and Hardware

- SL1x00 R3 software.

3.21.3 Training Course Required

- If SL trained no further training required
- SL1x00 IP DECT Configuration Training recommended

3.21.4 Technical Information

New CMD's:
24-01-15 SIP Out of Range Timer (Default = 4 seconds).
80-01-16 Service Tones, Lock out tone (it is not necessary to change this tone setup)

Call Forward is setup in existing CMD 24-09.

The terminal display will show 'SIP Out of Range' and the caller will hear lock out tone whan placing a call to an IP DECT (or SIP device) that is out of range.

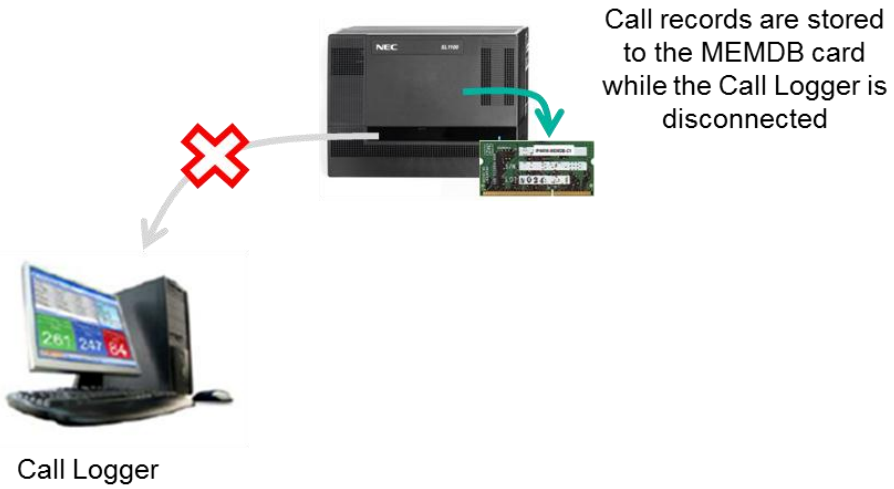
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.22 SMDR Buffer Expansion with MEMDB Card

The SMDR buffer when using MEMDB will increase from the current 320 records to 4000 when the SMDR connection is lost due to PC power or Network connectivity.

As soon as the connection is made again the call records are then sent to the Call logging package.



3.22.1 Benefits

Gives improved resilience reducing the chance of losing call records while the call logger is out of service.

3.22.2 Required Software and Hardware

- SL1x00 R3 software.
- MEMDB card (BE110247)

3.22.3 Training Course Required

- If SL trained no further training required

3.22.4 Technical Information

No programming is required for this feature, MEMDB card must be installed.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

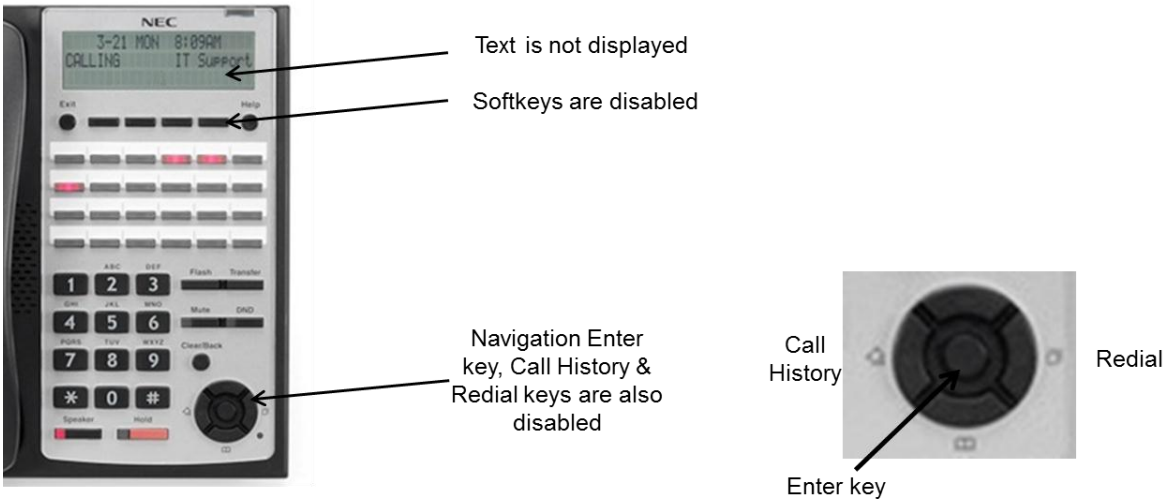
Same as SV8100 R8? - Yes

3.23 Softkey Disable

This feature gives the ability to disable the soft key & Navigation key usage at a terminal to lock down a user's options.

No in context prompts will be seen on the display.

On the SL1000 there are no soft keys on the terminal therefore only the Navigation keys are disabled.



3.23.1 Benefits

Prevents a user accessing system features; this could be required for phones that are used by visitors eg a phone in reception.

3.23.2 Required Software and Hardware

- SL1x00 R3 software.

3.23.3 Training Course Required

- If SL trained no further training required

3.23.4 Technical Information

The setting is per terminal.

New CMD's.
15-02-71 Disable Soft key (default = 0, Not disabled)

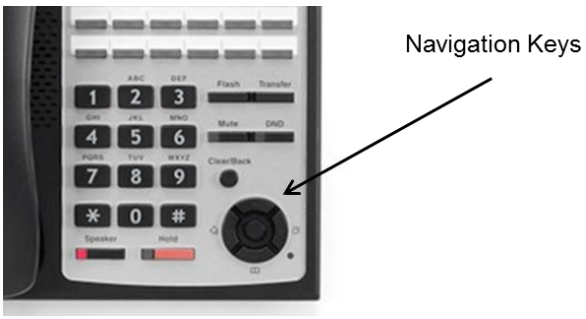
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - No

3.24 Navigation Key Enhancements

The operation of certain features within the Navigation Menu have been enhanced to give the user easy access to:

- Call Forward Options
- VRS Message Administration (Record/Listen/Erase)
- Built in Answer Machine Messages (Listen/Erase)



None of these features were available within the Navigation Menu prior to R3:

3.24.1 Benefits

Simplifies operation of these features to improve user interface.

3.24.2 Required Software and Hardware

- SL1x00 R3 software.

3.24.3 Training Course Required

- If SL trained no further training required

3.24.4 Technical Information

No new CMD's have been added.

Operation

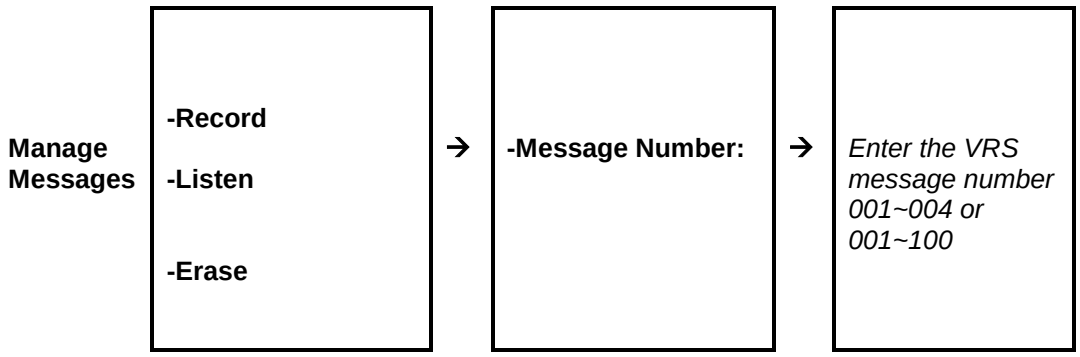
Call Forward – Menu>User Features>Call Forward

Call Forward	**-All Calls** **-Both Ring** **-Busy *** **-No Answer** **-Busy/No Answer** **-Follow Me**	→	**-Cancel** **-Internal & External** **-Internal** **-External**	→	**-Voicemail** *Forward to VM* **-Contacts** *Search contacts* **-Dial:_** *Enter any number*

- When a call forward is active it will be indicated by a *, the example above shows that Forward Busy is active.

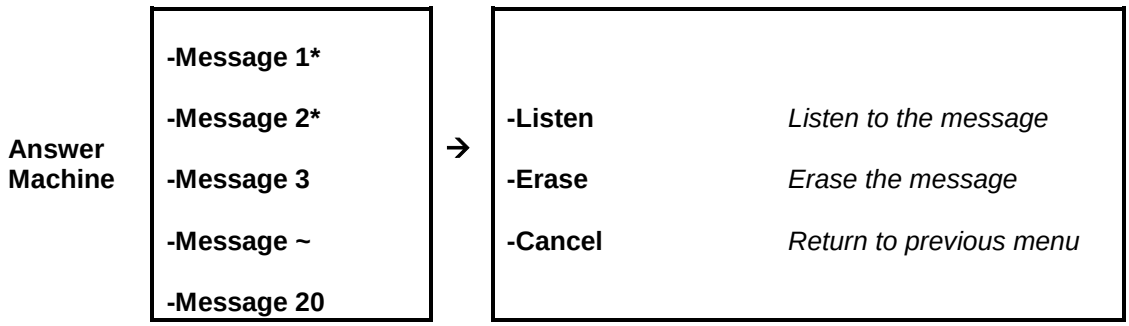
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

VRS Message Administration – Menu>System Setting>Manage Messages



- The Built In VRS has messages 001~004
- When the VRS or InMail compact flash card is installed the VRS messages are increase to 001~100

Built In Answer Machine Messages – Menu>System Setting>Answer Machine



- When a message is recorded it will be indicated by a *, the example above shows that there are messages 1 & 2 recorded (the message may be new or saved, the * will be removed after the message is erased).
- The Built In VRS has messages 01~20 when the MEMDB is installed. When the MEMDB is not installed only messages 01~10 are available.
- When the VRS or InMail compact flash card is installed the Built In Answer Machine Messages option is not available and is removed from the Navigation Key menu
- Built In Answer Machine messages are those recorded by incoming callers to Auto Attendant (DUD/DISA routed to 106 in CMD 25-06-01)

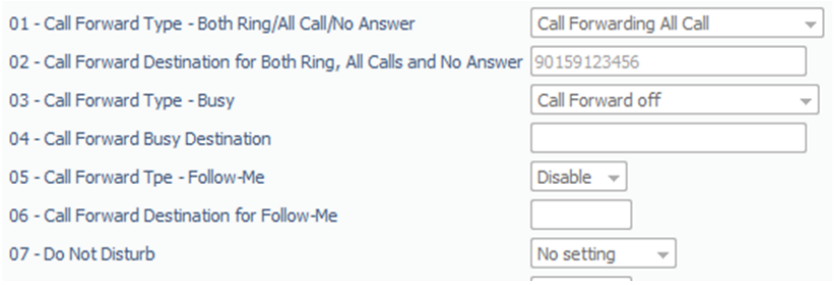
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.25 WebPro Improvement

Added Functionality for Webpro, giving more options to view and control:

- Show dynamic information (Day/Night Mode, Call Forwards, DND, etc)
- System alarm display via WebPro
- View ISDN status
- Compact Flash card Load and Save


01 - Call Forward Type - Both Ring/All Call/No Answer
Call Forwarding All Call
02 - Call Forward Destination for Both Ring, All Calls and No Answer
90159123456
03 - Call Forward Type - Busy
Call Forward off
04 - Call Forward Busy Destination
05 - Call Forward Tpe - Follow-Me
Disable
06 - Call Forward Destination for Follow-Me
07 - Do Not Disturb
No setting

Example of some of the 'Extension active feature setup' that can be viewed

3.25.1 Benefits

Allows easier view of customer site status for diagnostic purposes.

3.25.2 Required Software and Hardware

- SL1x00 R3 software.

3.25.3 Training Course Required

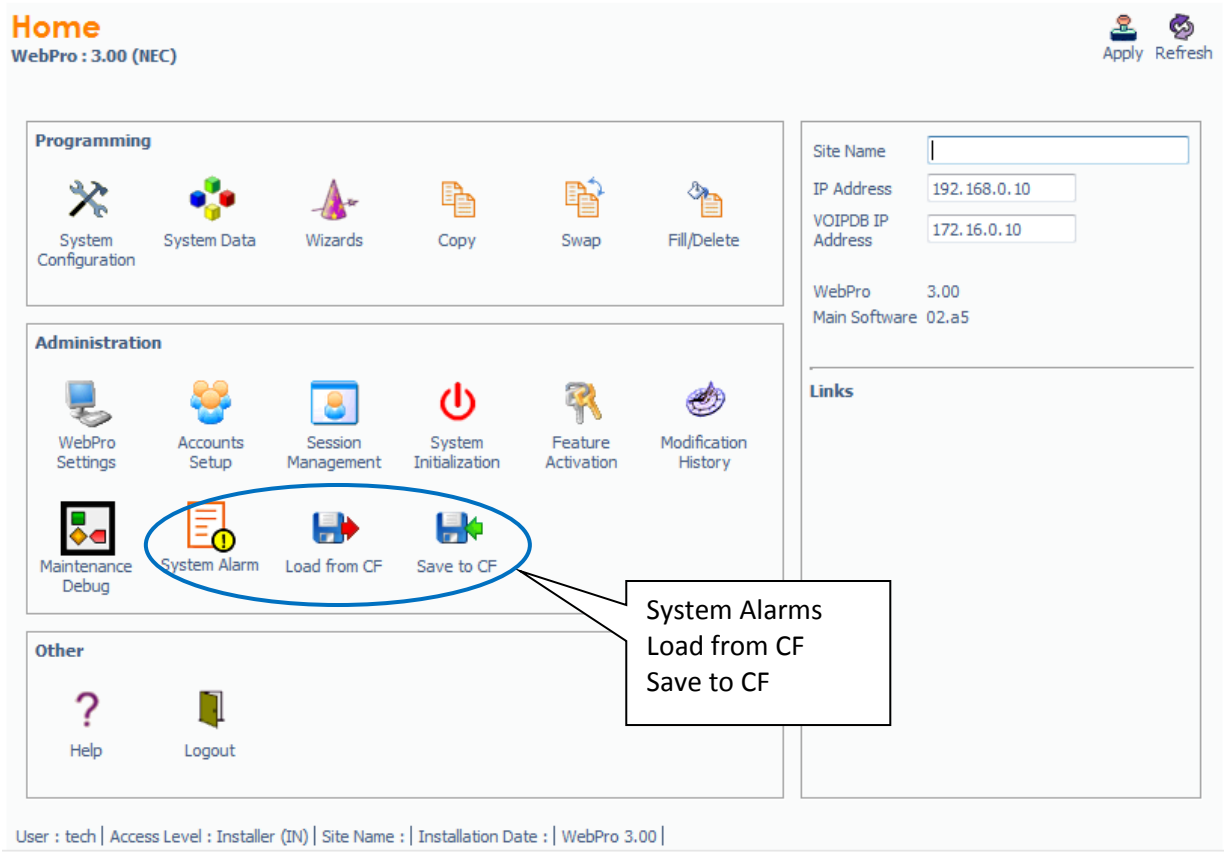
- If SL trained no further training required

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

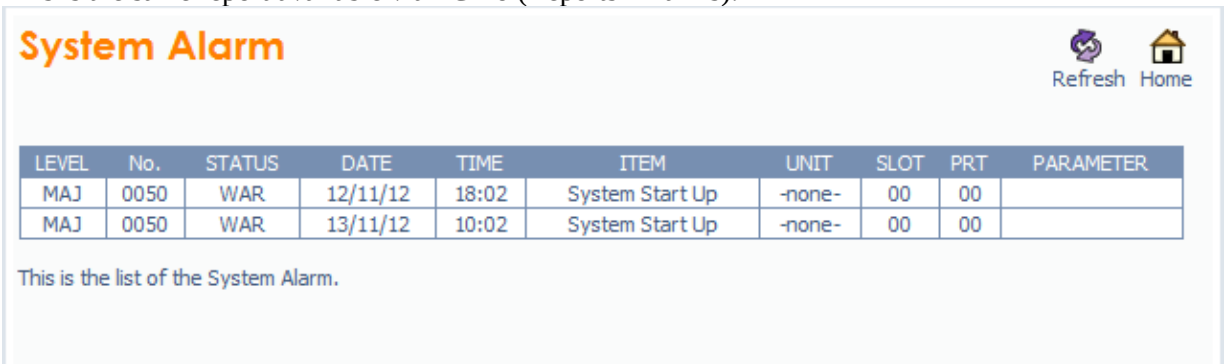
3.25.4 Technical Information

No configuration is required to enable this feature.
Refer to the SL1000/SL1100 Features & Specifications Manual – PC Programming for information on accessing WebPro.
WebPro Username and Password is the same as you would use to log in to PCPro.

See Webpro initial Home page.



System Alarm
Show the alarm report.
This is the same report available via PCPro (Reports>Alarms).

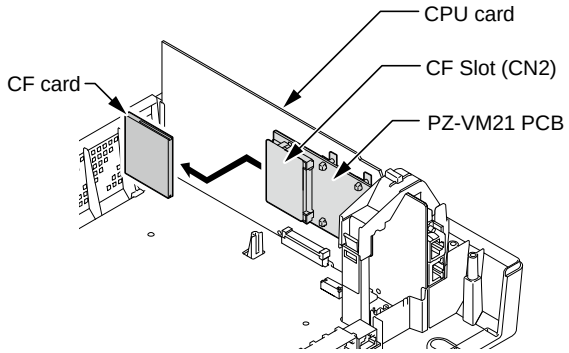

System Alarm
Refresh
Home
LEVEL | No. | STATUS | DATE | TIME | ITEM | UNIT | SLOT | PRT | PARAMETER
MAJ | 0050 | WAR | 12/11/12 | 18:02 | System Start Up | -none- | 00 | 00
MAJ | 0050 | WAR | 13/11/12 | 10:02 | System Start Up | -none- | 00 | 00
This is the list of the System Alarm.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Save to CF

Saves the system database to a compact flash card installed in the PZVM-21 card.
Note – this is a similar function to 'Save to USB' for SV8100 R8.
The CF card must have at least 16MB free capacity, suitable CF card: part code 960058991489.

1. Power Off the SL system
2. Install the CF card into the PZ-VM21 PCB
    a. Do not use the CFVRS CF card BE110730
    b. Do not use the CFVMS CF card BE110731
    c. The PZ-VM21 PCB is an optional part, you may need to install a temporary PCB.
3. Power On the SL system
4. Log in to WebPro
5. Perform the 'Save to CF card'
6. When the save is complete power the SL Off and remove the CF card.
7. Power on the SL system



Load from CF

1. Power Off the SL system
2. Install the CF card into the PZ-VM21 PCB
3. Power On the SL system
4. Log in to WebPro
5. Perform the 'Load from CF card'
6. When the Load is complete power the SL Off and remove the CF card
7. Power On the SL system

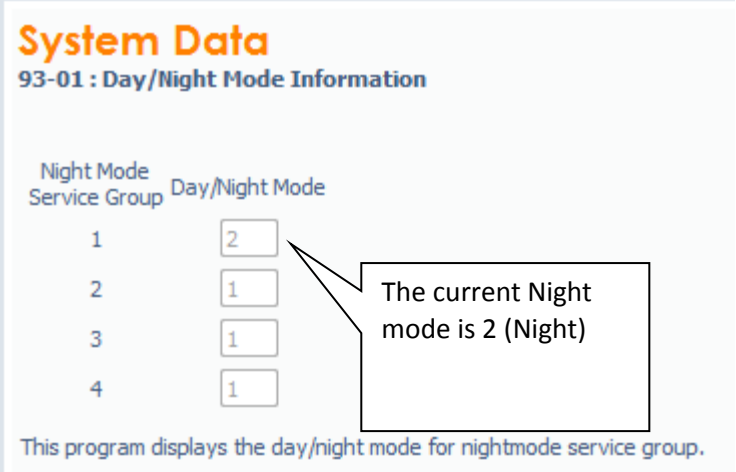
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Show Dynamic Information
WebPro can show the real time status for the following features:

- Active Day/Night mode (93-01)
- Trunk port disable/Automatic transfer (93-02)
- Extension active feature setup (93-03)
- Extension Redial list (93-04)
- Department group active feature setup (93-05)

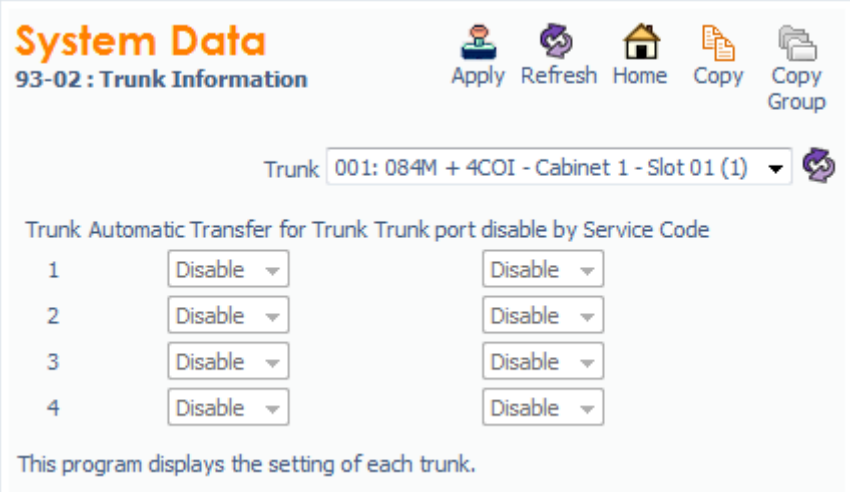
From the WebPro Home page select 'System Data'
Select 93-xx

Active Night Mode
Shows the active night modes for each Night mode group.
(in defaullt night mode groups 2~4 are not used)



Trunk Information
Shows the active setting of:

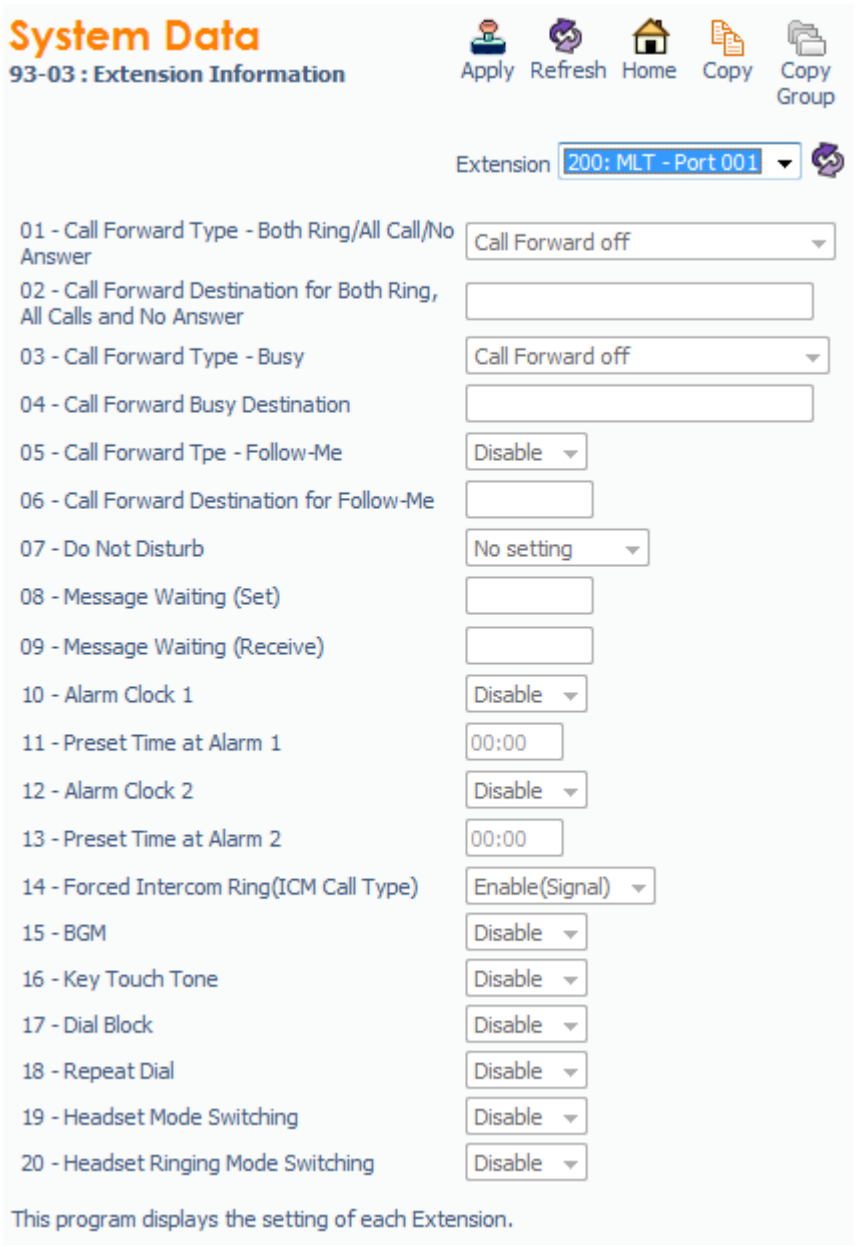
- Automatic Trunk to Trunk transfer (Related program: 11-10-06)
- Trunk Port disable (Related program: 11-10-27)



© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

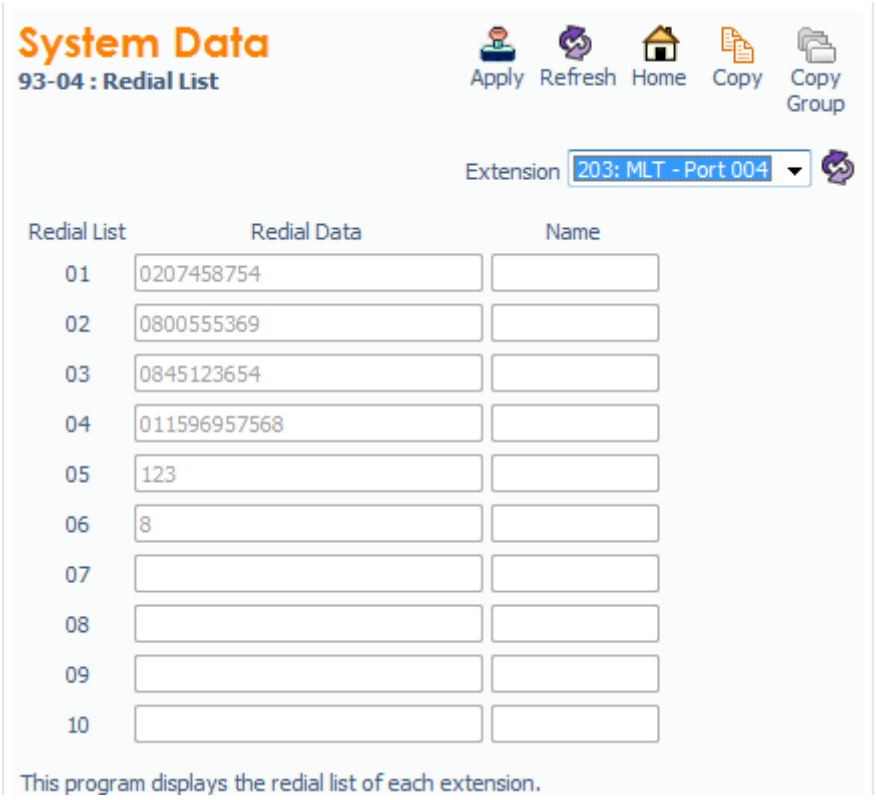
Extension Information
Shows the active settings for Various features.

01 Related program: 24-09-01
02 Related program: 24-09-02
03 Related program: 24-09-01
04 Related program: 24-09-04
05 Related program: 11-11-07
06 Destination
07 Related program: 11-11-08
08 Related program: 11-12-09
09 Related program: 11-12-09
10 Related program: 11-11-12
11 Time
12 Related program: 11-11-12
13 Time
14 Related program: 11-11-15
11-11-16
15 Related program: 11-11-18
16 Related program: 11-11-19
17 Related program: 11-11-33
18 Related program: 15-07
Function 29
19 Related program: 11-11-65
20 Related program: 11-11-43



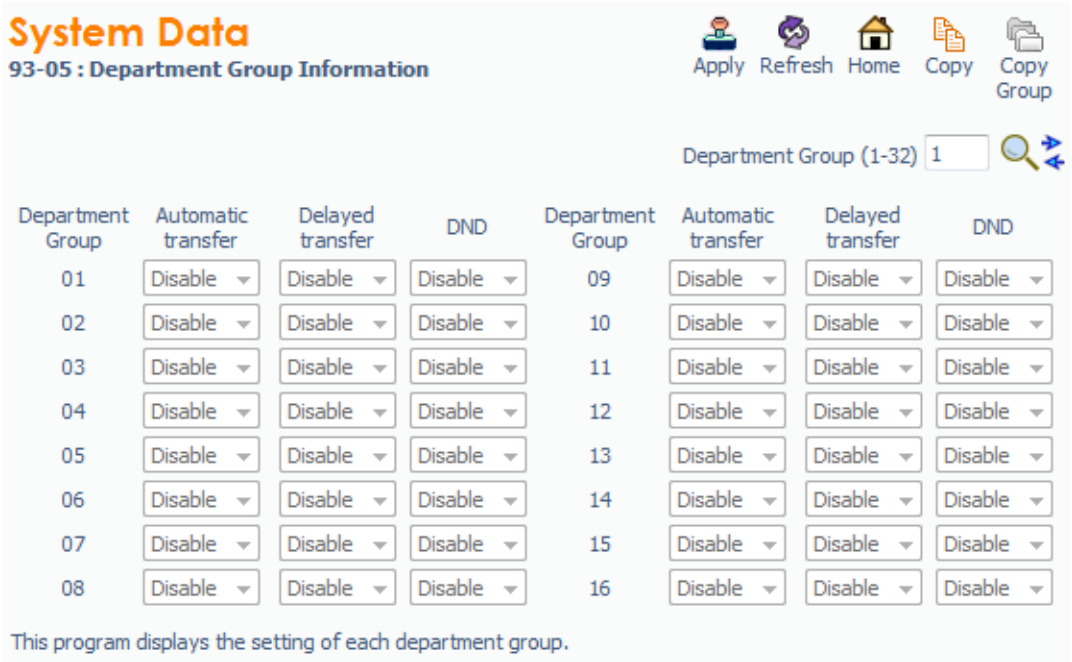
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Redial List
Shows the Last Number Redial Lists for each extension.



Department Group Information
Shows the settings for each Department Group:

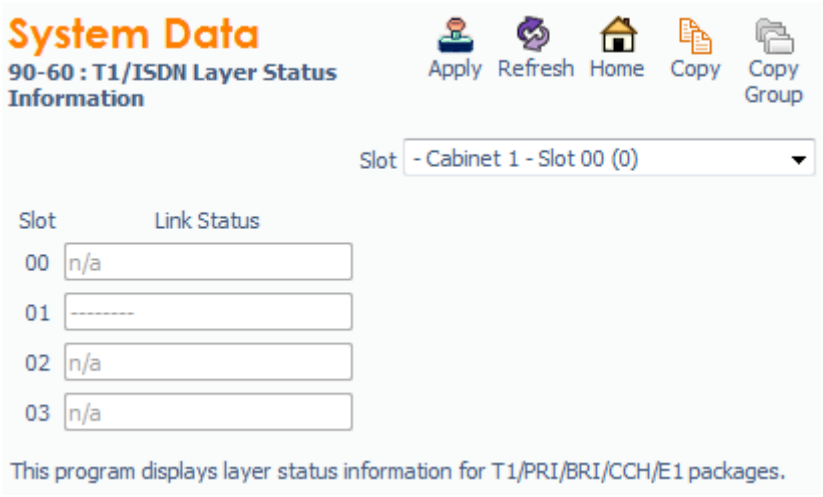
- Automatic Transfer
- Delayed Transfer
- DND



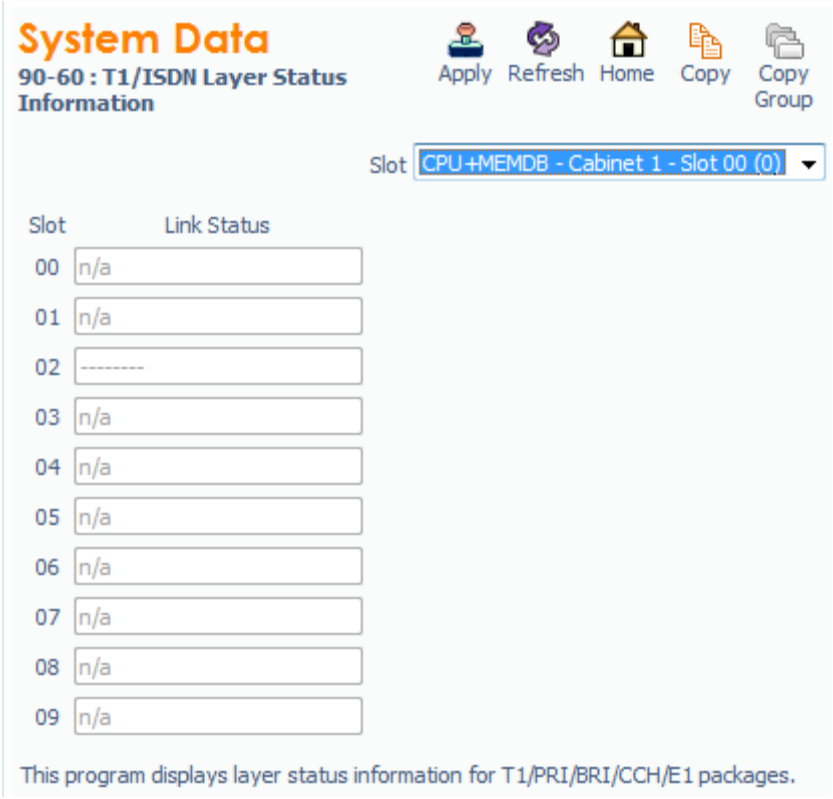
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

ISDN Layer 1 Status
Shows the Layer 1 status of each ISDN circuit.

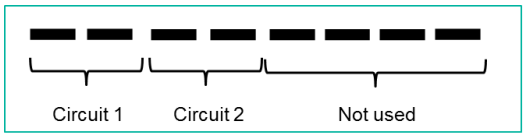
SL1100
Slot 00 – Not available
Slot 01 – BRI card on KSU PCB
Slot 02 – BRI card in expansion slot 1
Slot 03 – BRI card in expansion slot 2

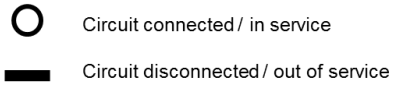


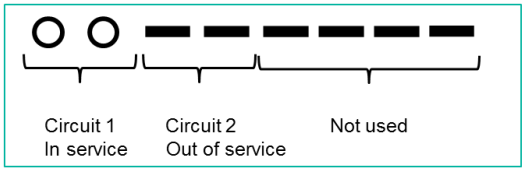
SL1000
Slot 00 – Not available
Slot 01 – Not available
Slot 02 – BRI card in expansion slot 1
Slot 03 – BRI card in expansion slot 2
Slot 04 – BRI card in expansion slot 3
Slot 05 – Expansion KSU 1
|
Slot 10 – Expansion KSU 2
|
Slot 13 – Expansion KSU 3



The status if each circuit is as shown here.







© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - No

3.26 InMail Auto Setting

The system will automatically configure the InMail voicemail when the CFVMS card is installed.

InMail

Voicemail is setup automatically when the InMail card is installed

3.26.1 Benefits

Reduces the installation time for the SL system.
Note – InMail can also be setup automatically via the PCPo script.

3.26.2 Required Software and Hardware

- SL1x00 R3 software.
- PZ-VM21 card BE106339
- CFVMS-C1 Compact Flash card BE110731

3.26.3 Training Course Required

- If SL trained no further training required

3.26.4 Technical Information

The InMail voicemail will be automatically configured when the CFVMS card is installed.

For new installation (COLD start) – InMail will always be configured.
For existing installation (WARM start) – InMail will only be configured IF certain CMD's are NOT changed from default.
Compatibility with PCPro – PCPro V3.00 will detect the InMail settings after a download and inform the user if they are default or not.

The following CMD will be changed when InMail is automatically configured.

CMD	Title	Initial Value	Restart of SL required?
47-01-17	InMail Start Port	0	No
11-07	Department Group Pilot Number Group 32	No Setting	No
45-01-01	VM Department Number	0	No
15-03-01	SLT DP/DTMF Setting All InMail Ports	1	No
15-03-03	SLT Terminal Type All InMail Ports	0	No
16-02	Department Group Assignment All InMail Ports	1	No

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

New Installation (COLD start)
CFVMS card is installed and the SL is then COLD started (default databse)
The following CMD will be changed.

CMD No.	Title	New Data Value
47-01-17	InMail Start Port	Refer to Table47-01-17
11-07	Department Group Pilot Number Group 32	5999
45-01-01	VM Department Number	32
15-03-01	SLT DP/DTMF Setting All InMail Ports	0 (DP)
15-03-03	SLT Terminal Type All InMail Ports	1 (Special)
16-02	Department Group Assignment All InMail Ports	32

Table 47-01-17

	MEMDB not Installed		MEMDB Installed	
	47-01-17 Start Port	InMail Port range(8)	47-01-17 Start Port	InMail Port Range(16)
SL1000	33	33 – 40	113	113 – 128
SL1100	33	33 – 40	105	105 – 120

Existing Installation (Warm Start)
CFVMS card is installed into an existing SL system that has a customer's database loaded, the SL is then WARM started (retain database).
InMail will be automatically configured IF ALL of the following CMD's are unchanged from default.

CMD No.	Title	Conditions
47-01-17	InMail Start Port	▪ This CMD must be 0. ▪ For port number for InMail, please see Table 47-01-17 above. ▪ There is no station assigned in the range of InMail Ports.
11-07-01	Department Group Pilot Number: Group 32	▪ Must be No-Setting. ▪ VM Pilot Number 5999 should not be used by other station number or group number.
11-01	Numbering Plan	For VM Pilot Number, the number must be programmed as 'Extension Access Type' in the numbering plan.
45-01-01	VM Department Number	It must be the same as default value.
15-03-01	SLT DP/DTMF Setting: All InMail Ports	It must be the same as default value on InMail Ports. For InMail Port Range, please see Table 47-01-17.
15-03-03	SLT Terminal Type: All InMail Ports	It must be the same as default value on InMail Ports. For InMail Port Range, please see Table 47-01-17.
16-02-01	Department Group Assignment: All InMail Ports	It must be the same as default value.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

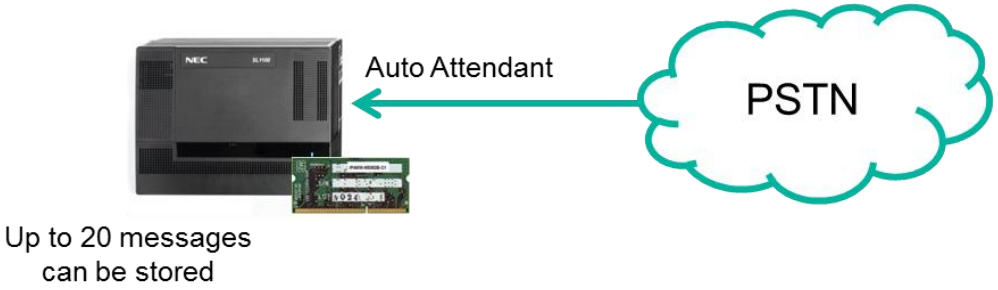
Same as SV8100 R8? - Yes

3.27 VRS Message Increase with MEMBD

The quantity of messages that the built-in Answer Machine feature can store has been increased from 10 to 20 messages.

If the MEMDB card is not installed then only 10 messages can be stored.

- Messages can be accessed via the Navigation Key menu on R3.
- The total recording time has not increased, this remains at 8 minutes, shared between 20 messages with maximum duration of 2 minutes per message.



3.27.1 Benefits

Provides more messages for Auto Attendand callers.

3.27.2 Required Software and Hardware

- SL1x00 R3 software.
- MEMDB card BE110247

3.27.3 Training Course Required

- If SL trained no further training required

3.27.4 Technical Information

No new CMD's are added for this feature.
Built In Answer Machine messages are those recorded by incoming callers to Auto Attendant (DUD/DISA routed to 106 in CMD 25-06-01

	MEMDB not installed	MEMDB Installed
Maximum Messages	10	20
Maximum recording capacity	8 minutes	
Maximum duration of any message	2 minutes	

Refer to 'Navigation Key Enhancememnts' in this document for instruction on listening to the messages.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

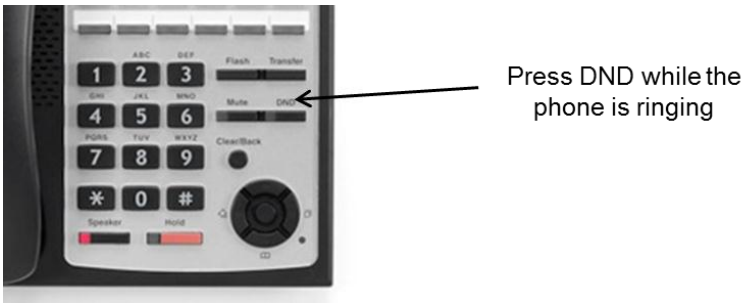
Same as SV8100 R8? - Yes

3.28 Set DND During a Call

When the DND (Do Not Disturb) key pressed on Idle it will stop further calls arriving at your extension.
If pressed while a call is ringing it will cancel the incoming call.

This method is not always ideal as can be abused, particularly in a CTI environment as this should have full control over decisions.

R3 introduces the ability to select the operation on pressing the key, whether to cancel call, or leave call in place (but set DND for further calls).



3.28.1 Benefits

Allow better integration with applications and configure user functionality as required.

3.28.2 Required Software and Hardware

- SL1x00 R3 software.

3.28.3 Training Course Required

- If SL trained no further training required

3.28.4 Technical Information

The following new command allows configuration of this item:

CMD20-09-13 DND active while ringing:

0 - Immediate (Default), acts as software version before R3. When during an incoming ringing call, the terminal presses DND the call is cancelled.

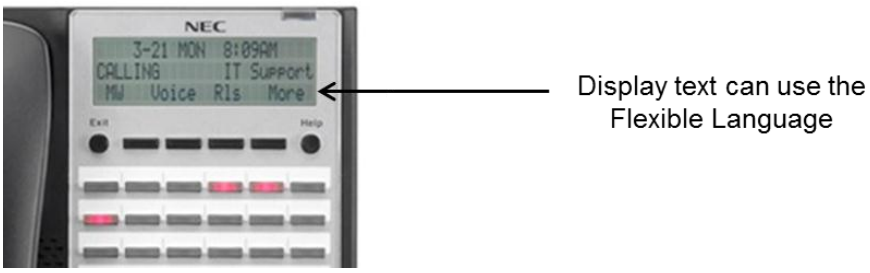
1 - Next call, new operation for R3. When pressed during an incoming ringing call, the terminal presses DND and the call is continued; DND is set for the next call.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - No

3.29 Flexible Language

With the addition of the 'Translation of Display Text by External File' feature added in R1.5 it is now also possible to have a flexible language file that can contain a language not currently available.
This flexible language allows easier addition of a new local/regional language.



The languages currently available on the SL system are:

English
German
French
Italian
Spanish
Dutch
Portuguese
Norwegian
Danish
Swedish
Turkish
Latin American Spanish
Romanian
Polish
Russian
Flexible

3.29.1 Benefits

Local/Regional languages can be added to the SL system.

3.29.2 Required Software and Hardware

- SL1x00 R3 software.

3.29.3 Training Course Required

- If SL trained no further training required

3.29.4 Technical Information

No new CMD's have been added for this feature.

A new language file must be created and added to Main Software installation files, this must be completed with consultation with NEC.
A separate document is available for this procedure.
Note that there may be limitations due to the character set supported by the SL Display.

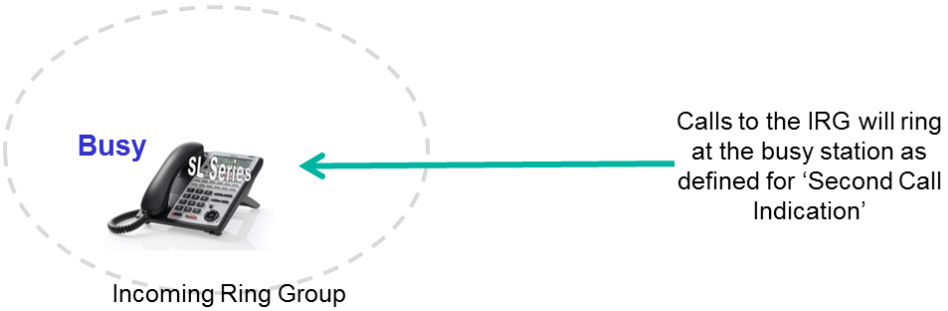
© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.30 Second Call for IRG Members

Incoming Ring Group Calls have always been able to ring your phone (flashing the Large LED at top of Keyset) while you are connected on an existing call. However the call information displayed was that of your connected call only.

R3 displays the CLI of the second caller, allowing you to make better decisions on how to handle the existing and new call.



3.30.1 Benefits

Allows users to better make decisions on how to handle the new call.

3.30.2 Required Software and Hardware

- SL1x00 R3 software.

3.30.3 Training Course Required

- If SL trained no further training required

3.30.4 Technical Information

No new CMD's have been added for this feature.

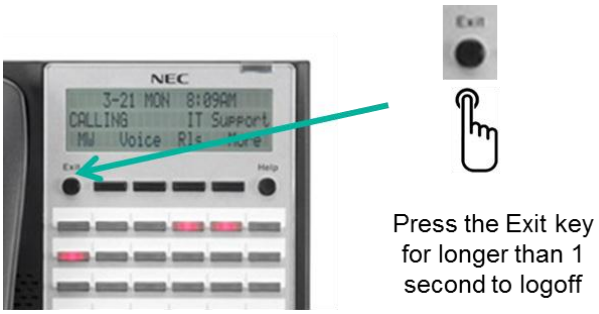
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.31 Simplify Hotdesking Logoff

Hotdesking for the 24TiXH IP terminal is supported on R3.
This allows a user to select the extension number when logging in at the IP terminal – enabling the same terminal to be used by more than one user.

R3 also includes the simple logoff method by pressing the Exit key for longer than 1 second – allowing the user to quickly logoff - ready for the next user.



3.31.1 Benefits

Allows much easier use of hot desk feature.

3.31.2 Required Software and Hardware

- SL1x00 R3 software.
- 24TiXH IP Terminal BE110277 (white) or BE110278 (black)
- MEMDB card BE110247
- VOIPDB card BE110290

3.31.3 Training Course Required

- If SL trained no further training required

3.31.4 Technical Information

No new CMD's have been added for this feature.

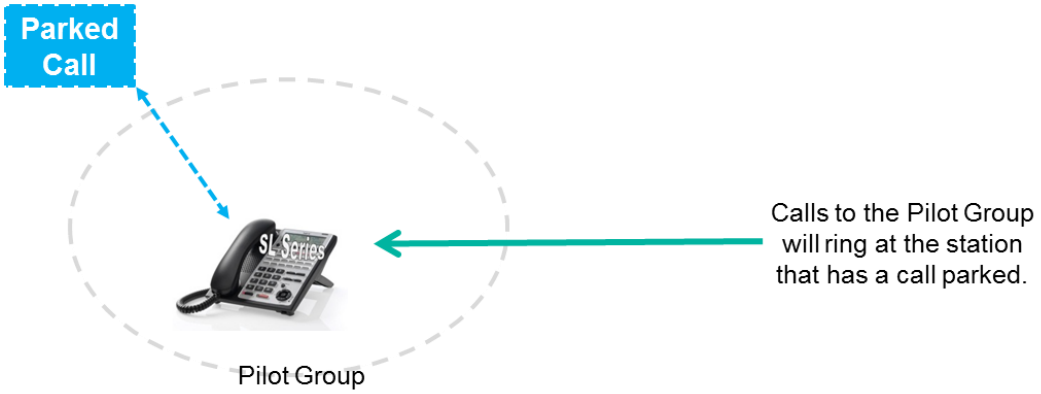
© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

3.32 Group Calls Ring when call is Parked

Prior toR3: if a Station Group Member put a call on Park Hold, no further Station Group calls would appear to that extension.

R3 removes that restriction.



3.32.1 Benefits

Allows Station Group Members more efficient call handling

3.32.2 Required Software and Hardware

- SL1x00 R3 software.

3.32.3 Training Course Required

- If SL trained no further training required

3.32.4 Technical Information

No programming is required to enable this feature.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

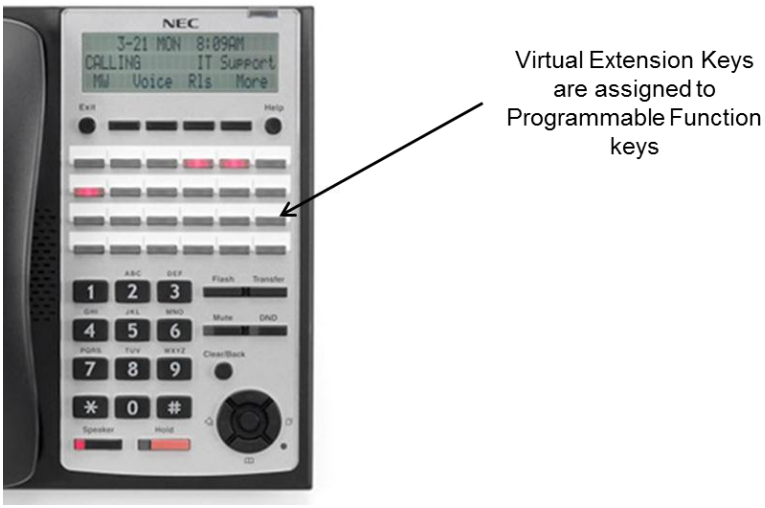
Same as SV8100 R8? - Yes

3.33 Team Key

The Team key function enhances the current Virtual Extension key operation.
Virtual Extension keys can also show the status of co-worker's extensions.

Currently, Virtual extensions when not ringing (just flashing), do not show caller information on the terminal display.
Virtual keys do not show caller information for internal calls.
Virtual extension keys can be set to ring or just flash.

The Team key function can provide the caller's information on the display when set to ring/no-ring.
The caller information can be shown for internal calls.
Additionally, it possible to have just a single ring burst.


NEC
3-21 MON 8:09AM
CALLING IT Support
MW Voice Rls More
Virtual Extension Keys are assigned to Programmable Function keys

3.33.1 Benefits

With CLI being shown the user can choose to take the call or not. Single burst of ring tone makes virtual keys less intrusive when the user is already on a call.

3.33.2 Required Software and Hardware

- SL1x00 R3 software.

3.33.3 Training Course Required

- If SL trained no further training required

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

3.33.4 Technical Information

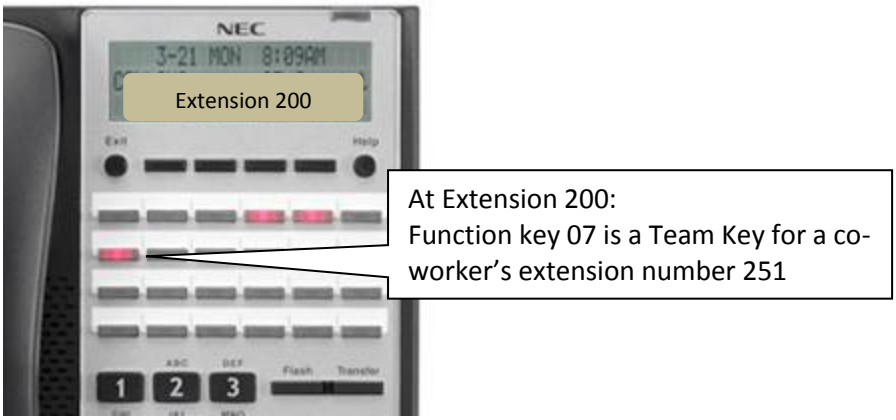
The following new commands allow configuration of this item:

CMD 15-18-03 Show external CLI, (default = 0, No CLI Info)
CMD 15-18-04 Show internal caller information, (default = 0, Do Not show internal caller information)
CMD 15-18-05 One ring, (default = 0, Normal Ring Cycle)

The settings are made for the virtual extension number / co-worker's extension number that is assigned to the Virtual key by CMD 15-07

Existing CMD's related to Virtual extension:
CMD 11-04 Virtual Extension Numbering
CMD15-07 Function key Setup
CMD 15-09 Virtual key ring/not ring setup

Example:



External calls to extension 251	CMD setting	These CMD setting are applied to
Not ring, flash only Ring and flash	15-09=0 15-09=1	Extension 200 Function key 07
Continuous ringing Single burst of ring	15-18-05=0 15-18-05=1	Extension 251
Show CLI if set to Not ring*	15-18-03=1	Extension 251

*Note – for external calls CLI is always shown if the key is set to ring in 15-09.

Internal calls to extension 251	CMD setting	These CMD setting are applied to
Not ring, flash only Ring and flash	15-09=0 15-09=1	Extension 200 Function key 07
Continuous ringing Single burst of ring	15-18-05=0 15-18-05=1	Extension 251
Show CLI	15-18-04=1	Extension 251

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Same as SV8100 R8? - Yes

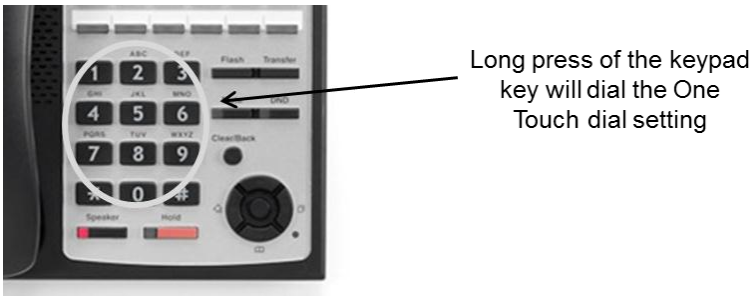
3.34 Long One-Touch Key Press

The 10 One-Touch stored numbers can now be easily accessed via the keypad.

Simply press the keypad digit for 1 second and the relevant One-Touch key number is dialled.

Note – this feature is not supported on the SL1000terminals:12TXH-A & 24TXH-A.
An alternative method is to use a Programmable Function key set as type 01 (DSS/One-Touch)

Prior to R3 One-Touch dialling was only available via Service code (There are no One-Touch keys on the SL1000 / SL1100 terminals).



3.34.1 Benefits

Gives the user easy access to One-Touch stored numbers.

3.34.2 Required Software and Hardware

- SL1x00 R3 software.

3.34.3 Training Course Required

- If SL trained no further training required

3.34.4 Technical Information

No new CMD's have been added for this feature.

Existing CMD's related to this feature.

11-11-39 Service codes – One Touch Dial Entry, default 855
Service code to enter the number for a One-Touch key (enter 1~0)
11-12-40 Service codes – Speed Dial Station (One Touch), default = #7
Service code to dial a One-Touch stored number (enter 1~0)
15-14 One Touch Keys – default = not assigned
Assign the One-Touch stored numbers and names (keys 01~10)

Trunk Access code not required in the stored number.

Operation
Simply press the keypad digit for longer than 1 second to dial out the stored One-Touch number.
Digit 1 = One-Touch 01
| |
Digit 0 = One-Touch 10

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

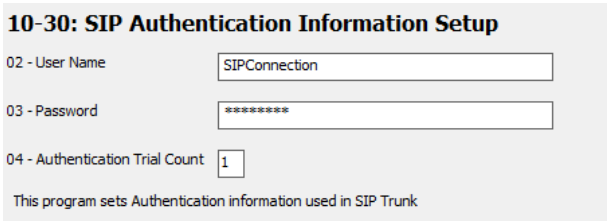
Same as SV8100 R8? - Yes

3.35 Masking of SIP Trunk Authentication Details

As an increased security measure the Password of the SIP Carrier connection will be masked (as*'s) in PC Pro, WebPro and Telpro.

This reduces the risk associated with hijacking the SIP Carrier connection.

Obviously a good SIP Carrier should have preventative measures also, such as IP address matching.



3.35.1 Benefits

Improved security.

3.35.2 Required Software and Hardware

- SL1x00 R3 software.

3.35.3 Training Course Required

- If SL trained no further training required

3.35.4 Technical Information

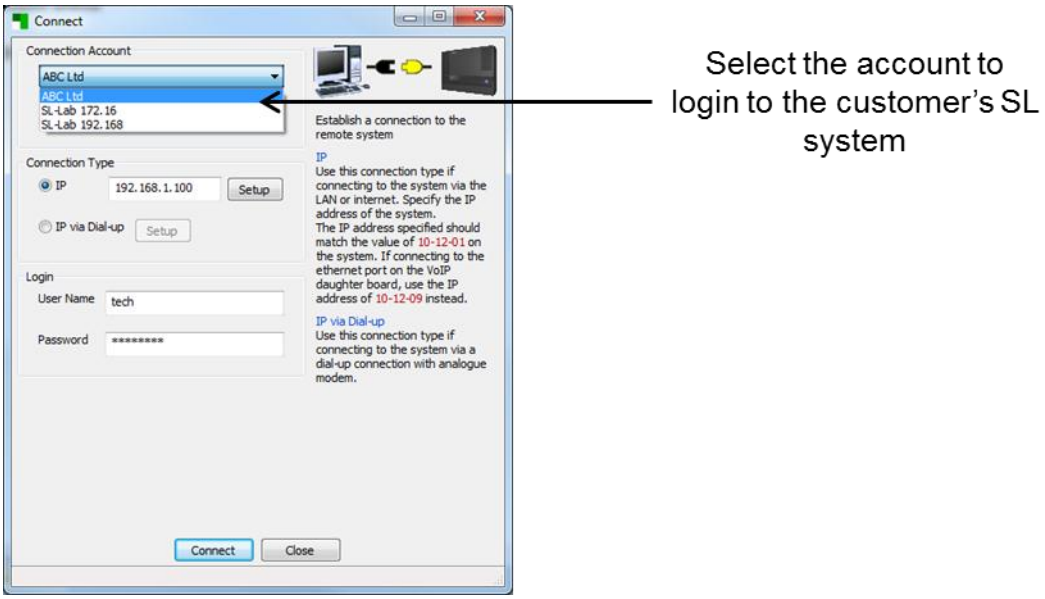
No new CMD's have been added for this feature.

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

4 MAINTENANCE ITEMS

4.1 PCPro Connection Accounts

The quantity of PCPro connection accounts has been increased from 20 to 200.
Connection accounts are used to define customer's login settings within PCPro when connecting via the Internet.
Connection via ISDN does not require multiple connection accounts.


Connect
Connection Account
ABC Ltd
ABC Ltd
SL-Lab 172.16
SL-Lab 192.168
Establish a connection to the remote system
Connection Type
IP
192.168.1.100
Setup
IP via Dial-up
Setup
IP
Use this connection type if connecting to the system via the LAN or internet. Specify the IP address of the system.
The IP address specified should match the value of 10-12-01 on the system. If connecting to the ethernet port on the VoIP daughter board, use the IP address of 10-12-09 instead.
IP via Dial-up
Use this connection type if connecting to the system via a dial-up connection with analogue modem.
Login
User Name
tech
Password
Connect
Close
Select the account to login to the customer's SL system

4.1.1 Benefits

Gives the Maintenance company more login shortcuts for remote access to the SL system.

4.1.2 Required Software and Hardware

- SL1x00 R3 PCPro software.

4.1.3 Training Course Required

- If SL trained no further training required

4.1.4 Technical Information

This feature is included within the PCPro application.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

5 ASSOCIATED ITEMS

5.1 PCPro Software

The SL1100 PCPro application V3.01.xx has some major new enhancements to the user interface.

What's New in V3.01?

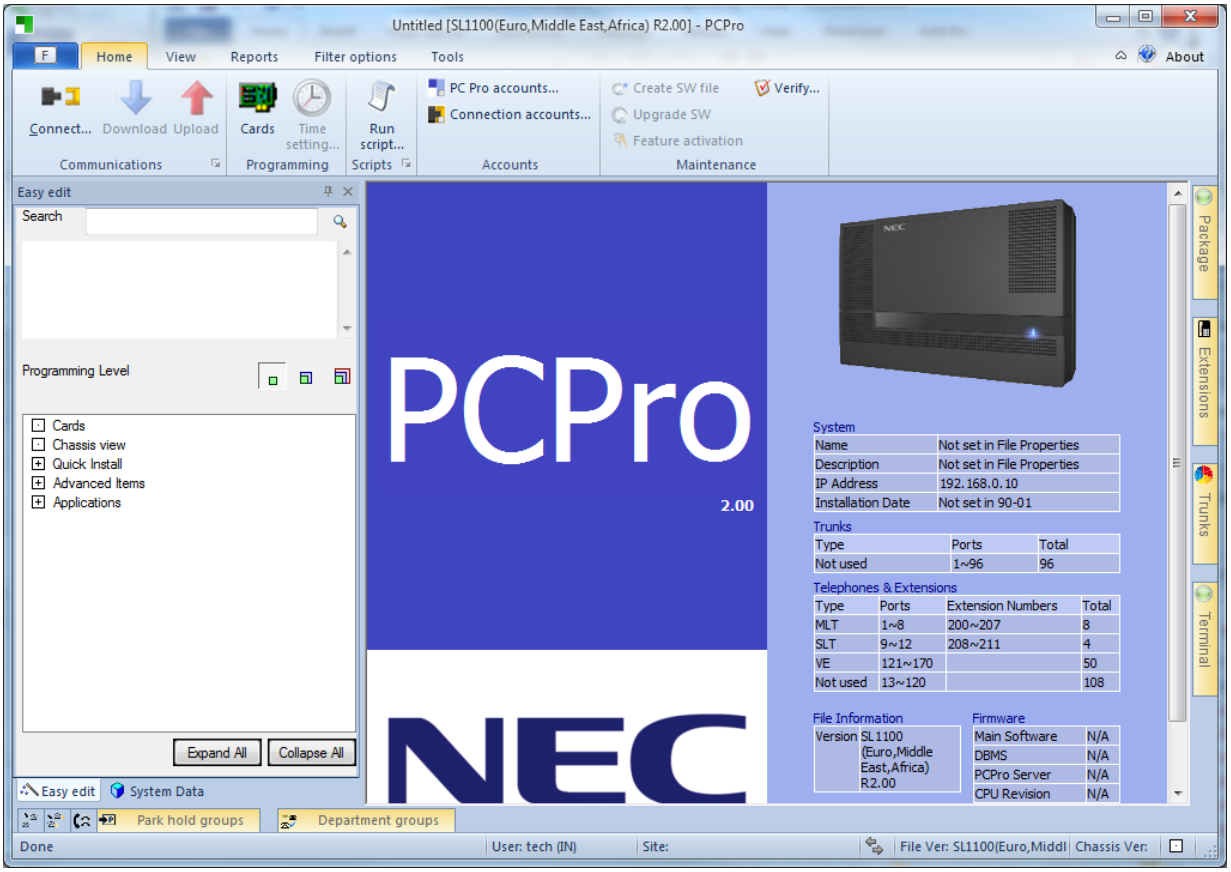
- PCPro Home Page updated
- New Initial Setup Wizard
  Allows an engineer to setup the majority of the customers requirements within a small quantity of single click questions
- Improved Chassis view
  Now allows the engineer to click on any device and go directly to it's configuration
- Properties Pane
  Shows the attributes of any selected device (Terminal, trunk, DDI etc) and shows the engineer how this device is configured within the SL system
- DDI Edit
  Edit the DDI's from within the DDI Pane.
- Destination Picker
  Quickly select the destination for trunk/DDI routing within the slide out pane.
- Quick Launch Toolbar
  Customise your options within the 'Quick Launch Toolbar' with your frequently used actions.

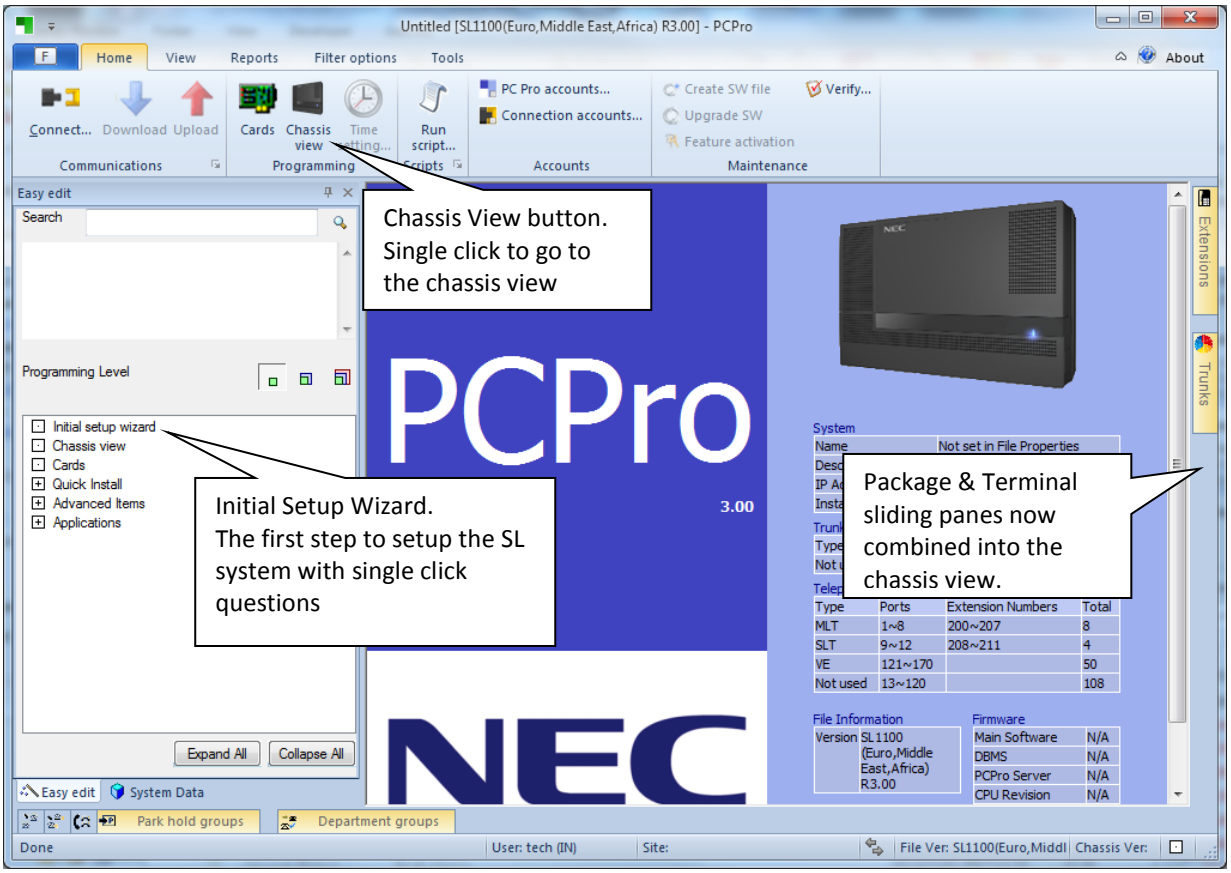
Note – SL1100 PCPro V3.01 is only released in the UK.
For all other regions SL1000 & SL1100 PCPro V3.00 xx is available for use with R3 Main Software and will have these enhancements in a later revision of PCPro software.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

5.1.1 PCPro Home Screen changes

This is the first screen an engineer will see when openeing the PCPro Application.
The screen shots below shows the changes made from R2.0 to R3.0 PCPro

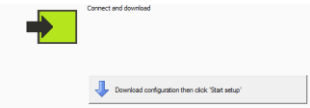
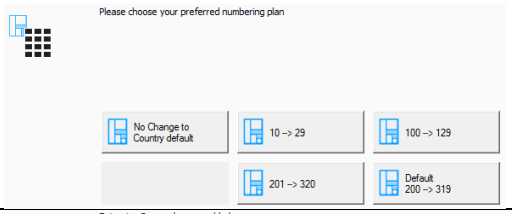
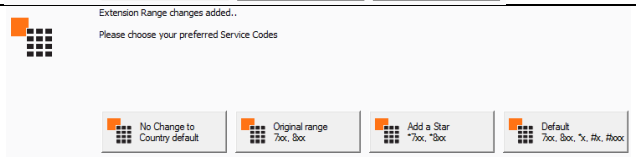
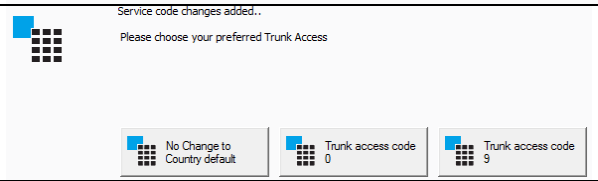
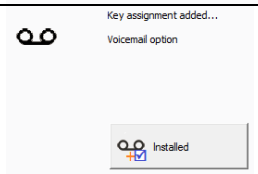




© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

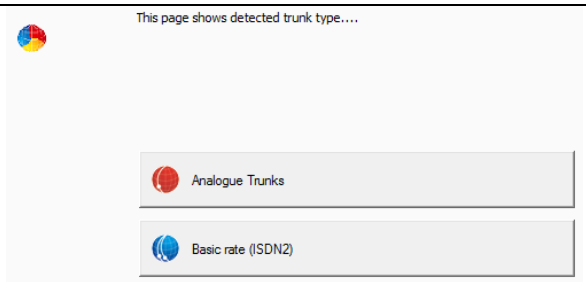
5.1.2 Initial Setup Wizard (V3.01 PCPro only)

This enables an engineer to configure a new system by stepping through 11 simple question screens.
The questions are dynamic – based on the hardware you have installed
The questions give you a choice of pre-defined options – keeping the setup quick & simple

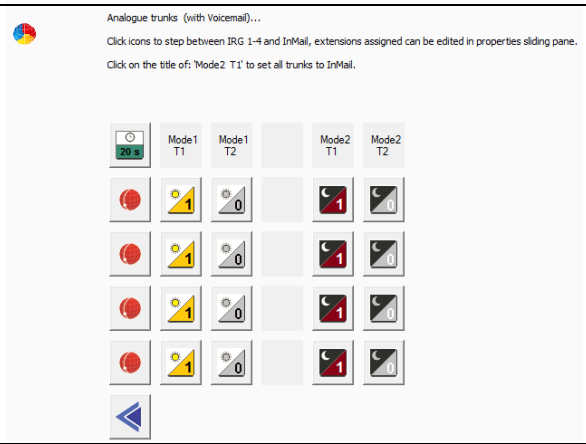
Connect and Download Gets the hardware configuration from the SL	
Choose your territory Runs the script for the country defaults	
Extension Range Keep your country defaults or choose a numbering plan	
Service Codes Keep your country defaults or choose new service codes	
Trunk Access Keep your country defaults or choose another trunk access code (for outgoing calls)	
Key Assignment Setup the Function keys on all terminals. Choose the lines you want presented, Park Hold or set all keys to 'None'.	
Voicemail Configures InMail if CFVMS card is installed. If not installed will setup the VRS ready for Auto Attendant working *Note- with R3 Main Software the InMail is automatically setup, PCPro will overwrite these.*	

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

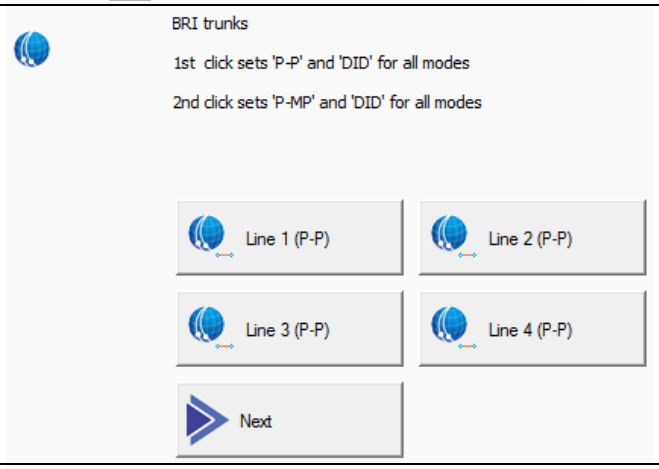
Detected Trunk Type
If analogue trunks are installed you can setup call routing.
If ISDN2 BRI trunks are installed you can setup the connection type. (DDI routing is setup later).



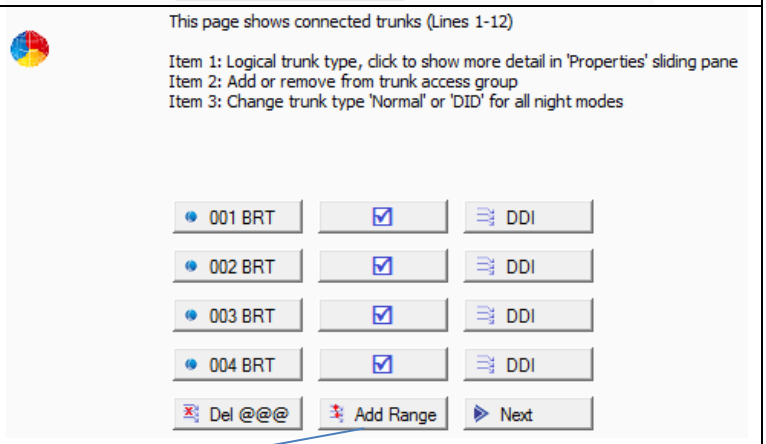
Detected Trunk Type = Analogue Trunks
Setup the call routing for Day & Night mode.
Select the overflow time if you're using two routing targets.

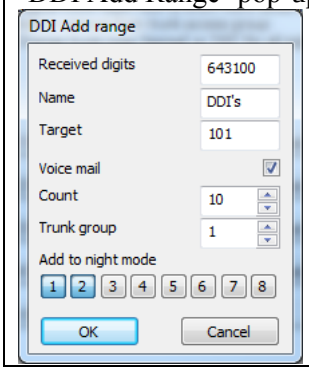

Analogue trunks (with Voicemail)...
Click icons to step between IRG 1-4 and InMail, extensions assigned can be edited in properties sliding pane.
Click on the title of: 'Mode2 T1' to set all trunks to InMail.
20 s
Mode1 T1
Mode1 T2
Mode2 T1
Mode2 T2

Detected Trunk Type = Basic Rate (ISDN2)
Select the physical connection type for the BRI circuit, also sets the trunks to DDI (Direct Dial In).


BRI trunks
1st click sets 'P-P' and 'DID' for all modes
2nd click sets 'P-MP' and 'DID' for all modes
Line 1 (P-P)
Line 2 (P-P)
Line 3 (P-P)
Line 4 (P-P)
Next

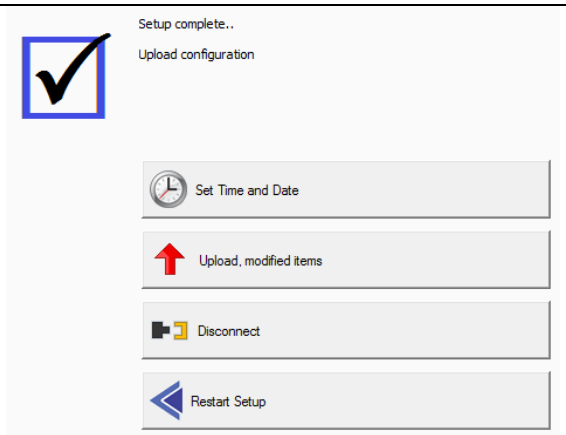
Logical Trunk Type
Shows the lines installed in the system.
Enable/disable each line from outgoing trunk access.
Change the ISDN lines to non-DDI (Normal) if required.
Setup the DDI routing using a simple 'DDI Add Range' pop-up.


This page shows connected trunks (Lines 1-12)
Item 1: Logical trunk type, click to show more detail in 'Properties' sliding pane
Item 2: Add or remove from trunk access group
Item 3: Change trunk type 'Normal' or 'DID' for all night modes
001 BRT
002 BRT
003 BRT
004 BRT
DDI
Del @@@
Add Range
Next

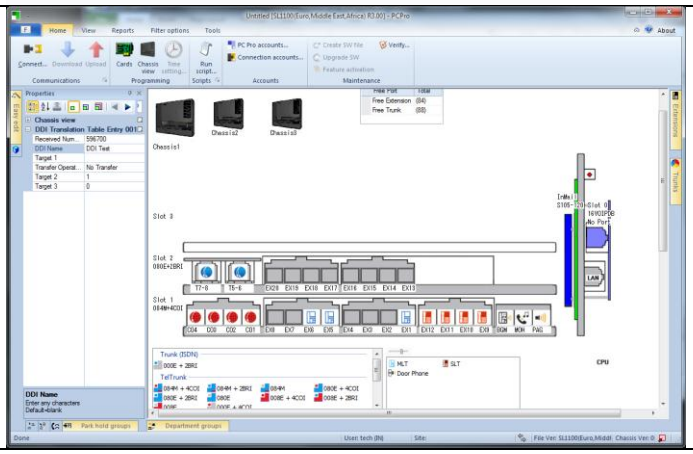


© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Upload
Set the time & date
Send your changes to the SL system
Disconnect your PCPro session



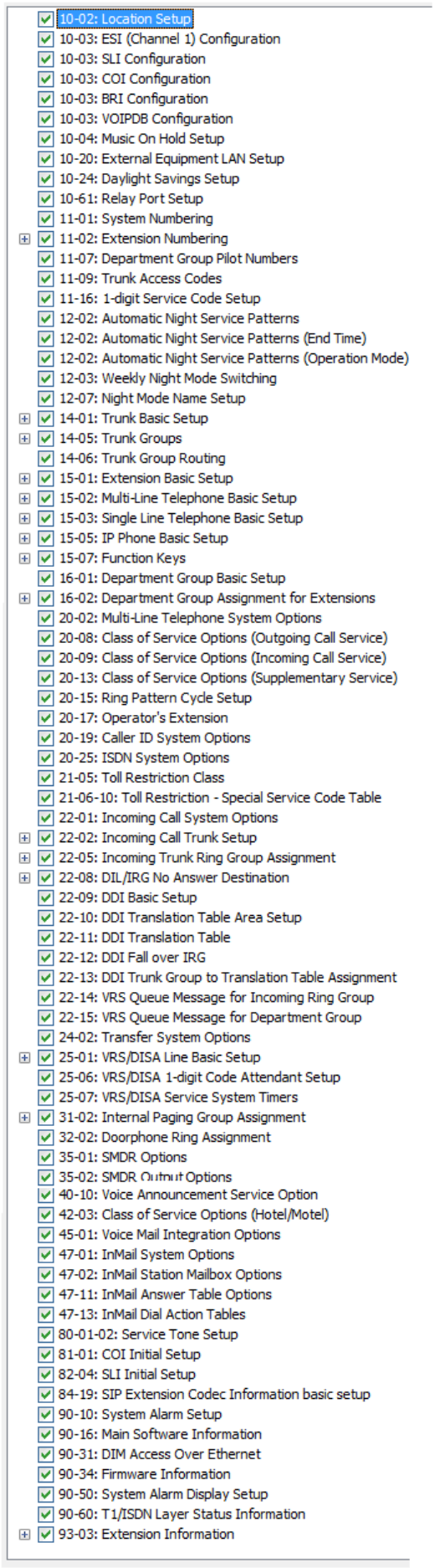
If you want to make further changes?
From the Chassis View you can access all other configuration by clicking on the device



© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

Technical Information

The diagram shows the CMD's changed by the Initial Setup Wizard.

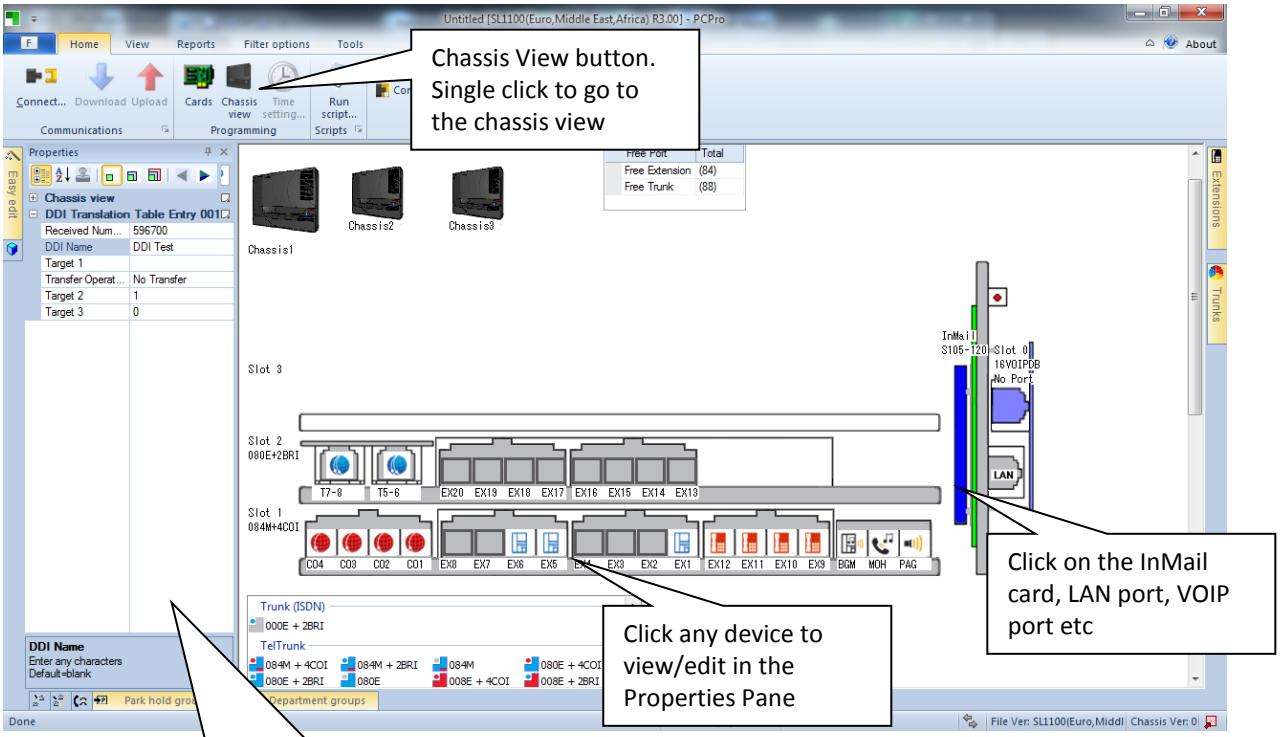

10-02: Location Setup
10-03: ESI (Channel 1) Configuration
10-03: SLI Configuration
10-03: COI Configuration
10-03: BRI Configuration
10-03: VOIPDB Configuration
10-04: Music On Hold Setup
10-20: External Equipment LAN Setup
10-24: Daylight Savings Setup
10-61: Relay Port Setup
11-01: System Numbering
11-02: Extension Numbering
11-07: Department Group Pilot Numbers
11-09: Trunk Access Codes
11-16: 1-digit Service Code Setup
12-02: Automatic Night Service Patterns
12-02: Automatic Night Service Patterns (End Time)
12-02: Automatic Night Service Patterns (Operation Mode)
12-03: Weekly Night Mode Switching
12-07: Night Mode Name Setup
14-01: Trunk Basic Setup
14-05: Trunk Groups
14-06: Trunk Group Routing
15-01: Extension Basic Setup
15-02: Multi-Line Telephone Basic Setup
15-03: Single Line Telephone Basic Setup
15-05: IP Phone Basic Setup
15-07: Function Keys
16-01: Department Group Basic Setup
16-02: Department Group Assignment for Extensions
20-02: Multi-Line Telephone System Options
20-08: Class of Service Options (Outgoing Call Service)
20-09: Class of Service Options (Incoming Call Service)
20-13: Class of Service Options (Supplementary Service)
20-15: Ring Pattern Cycle Setup
20-17: Operator's Extension
20-19: Caller ID System Options
20-25: ISDN System Options
21-05: Toll Restriction Class
21-06-10: Toll Restriction - Special Service Code Table
22-01: Incoming Call System Options
22-02: Incoming Call Trunk Setup
22-05: Incoming Trunk Ring Group Assignment
22-08: DIL/IRG No Answer Destination
22-09: DDI Basic Setup
22-10: DDI Translation Table Area Setup
22-11: DDI Translation Table
22-12: DDI Fall over IRG
22-13: DDI Trunk Group to Translation Table Assignment
22-14: VRS Queue Message for Incoming Ring Group
22-15: VRS Queue Message for Department Group
24-02: Transfer System Options
25-01: VRS/DISA Line Basic Setup
25-06: VRS/DISA 1-digit Code Attendant Setup
25-07: VRS/DISA Service System Timers
31-02: Internal Paging Group Assignment
32-02: Doorphone Ring Assignment
35-01: SMDR Options
35-02: SMDR Output Options
40-10: Voice Announcement Service Option
42-03: Class of Service Options (Hotel/Motel)
45-01: Voice Mail Integration Options
47-01: InMail System Options
47-02: InMail Station Mailbox Options
47-11: InMail Answer Table Options
47-13: InMail Dial Action Tables
80-01-02: Service Tone Setup
81-01: COI Initial Setup
82-04: SLI Initial Setup
84-19: SIP Extension Codec Information basic setup
90-10: System Alarm Setup
90-16: Main Software Information
90-31: DIM Access Over Ethernet
90-34: Firmware Information
90-50: System Alarm Display Setup
90-60: T1/ISDN Layer Status Information
93-03: Extension Information

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**

All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

5.1.3 Chassis View Enhancements (V3.01 PCPro only)

The Chassis view is now the hub of the SL PCPro – all configuration can be done from this screen, no more searching through menu trees or CMD lists.


Chassis View button. Single click to go to the chassis view
Click on the InMail card, LAN port, VOIP port etc
Click any device to view/edit in the Properties Pane

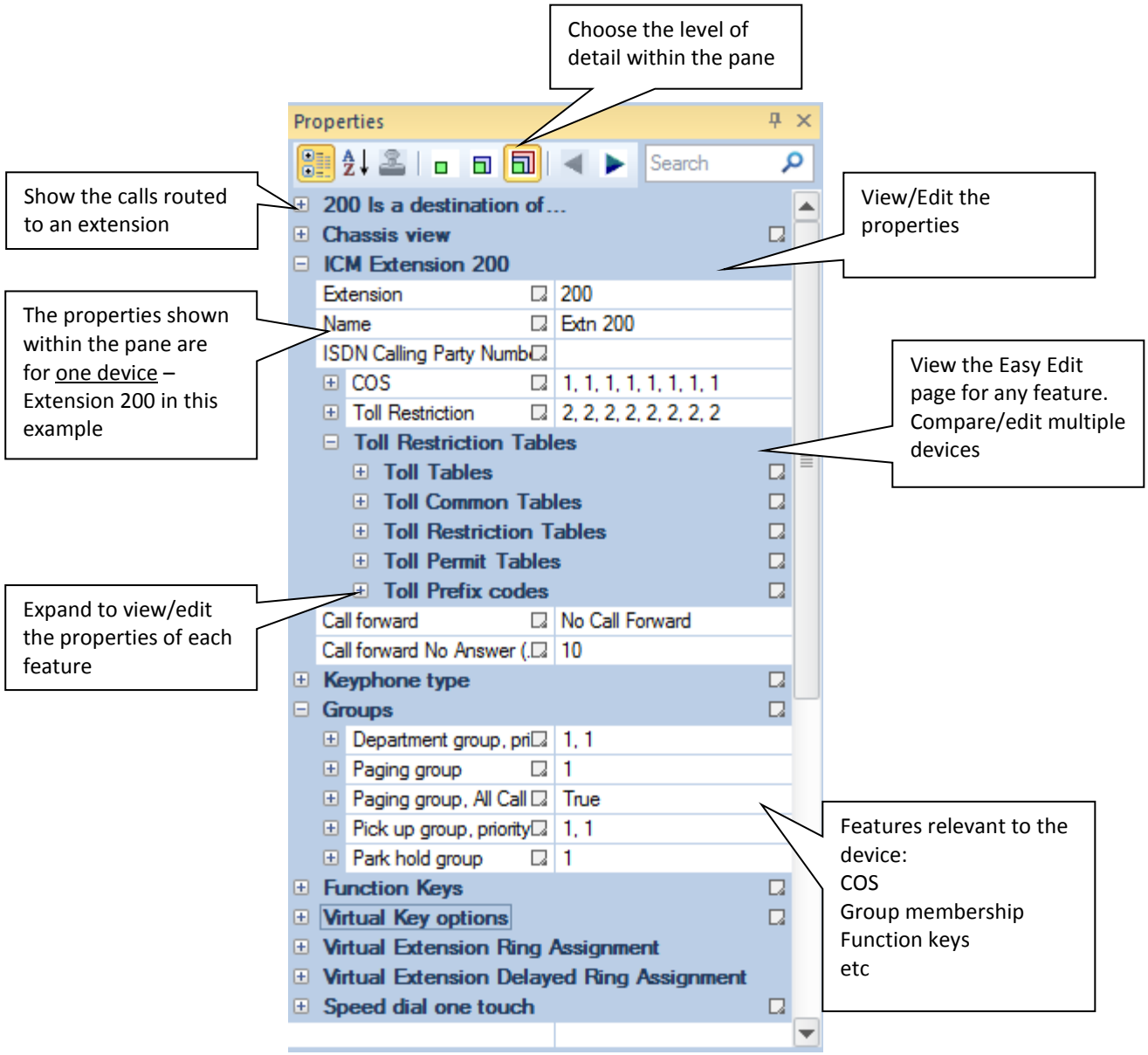
Properties Pane.

- View/Edit the configuration relevant to that device – you only see what you need to.
- You can choose the level of detail shown within the pane.
- You can click to go to the Easy Edit screen of any property – if you want to compare/edit multiple devices.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

5.1.4 Properties Pane (V3.01 PCPro only)

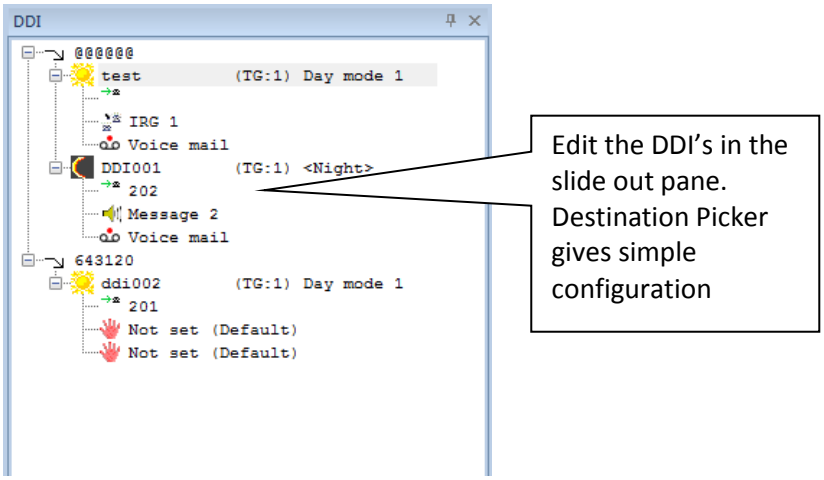
The Properties Pane shows you the relevant configuration for the device you have selected (eg from the Chassis View).


Choose the level of detail within the pane
Properties
Search
Show the calls routed to an extension
View/Edit the properties
The properties shown within the pane are for one device – Extension 200 in this example
View the Easy Edit page for any feature. Compare/edit multiple devices
Expand to view/edit the properties of each feature
Features relevant to the device:
COS
Group membership
Function keys
etc
200 Is a destination of...
Chassis view
ICM Extension 200
Extension 200
Name Extn 200
ISDN Calling Party Numb
COS 1, 1, 1, 1, 1, 1, 1, 1
Toll Restriction 2, 2, 2, 2, 2, 2, 2, 2
Toll Restriction Tables
Toll Tables
Toll Common Tables
Toll Restriction Tables
Toll Permit Tables
Toll Prefix codes
Call forward No Call Forward
Call forward No Answer (. 10
Keyphone type
Groups
Department group, pri 1, 1
Paging group 1
Paging group, All Call True
Pick up group, priority 1, 1
Park hold group 1
Function Keys
Virtual Key options
Virtual Extension Ring Assignment
Virtual Extension Delayed Ring Assignment
Speed dial one touch

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

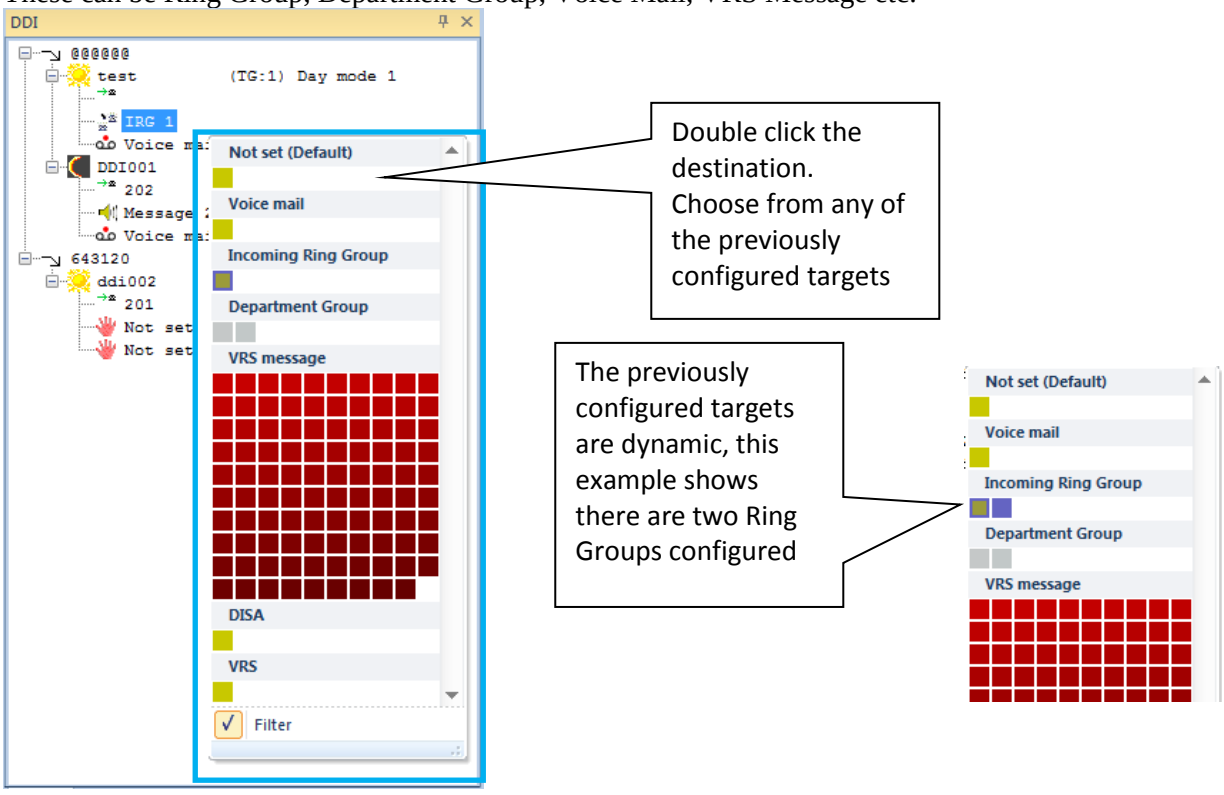
5.1.5 DDI Edit (V3.01 PCPro only)

The DDI's can now be edited within the DDI plane.
With V2 PCPro the DDI's were edited within the Main Work Area (this is still available in V3 PCPro).



5.1.6 Destination Picker

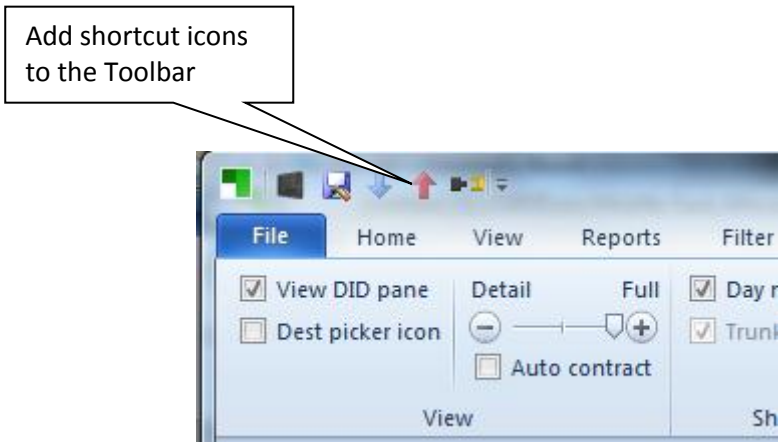
An easy way to select the destination for an trunk or DDI to configure call routing.
From the Trunk or DDI slide out plane you can double click the destination and choose from one of the previously configured destinations.
These can be Ring Group, Department Group, Voice Mail, VRS Message etc.

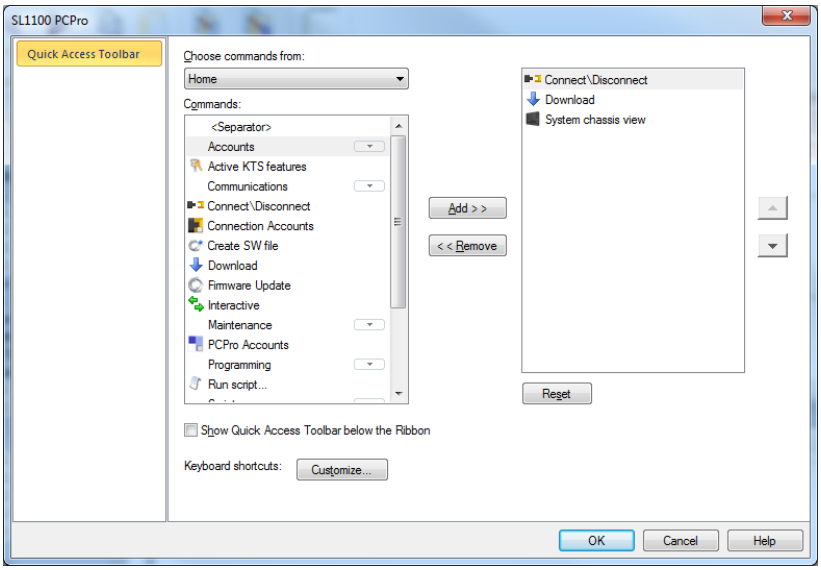


© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

5.1.7 Quick Launch Toolbar (V3.01 PCPro only)

Allows the user to personalise their PCPro Toolbar with their frequently used functions, these are permanently displayed for quick access.





© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

6 TECHNICAL INFORMATION

6.1.1 Upgrade Main Software

There are two methods that you can use to upgrade the system software.

1. Using a compact flash card installed in the PZ-VM21 card
2. Using PCPro

Method 1 can be used with/without the MEMDB card installed in the system.

Method 2 can also be used with/without the MEMDB card installed in the system BUT you must select the correct package to upload to the system.

- With a MEMDB card installed use the ***.pkg*** file
- Without the MEMDB card installed use the ***.nomem*** file

The software files for each method are available to download from NEC.

© Copyright 2010 NEC Unified Solutions B.V. **Exclusively for use by NEC Unified channel partners**
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

7 SOFTWARE AND HARDWARE

The following are new Software and Hardware items released with SL1x00 R3 Software:

Code	Description	Comments
New Software/Licenses		
N/A	SL1x00 v3.00	New Version of SL1x00 software (R3.0) containing items listed within this document
N/A	PC Pro v3.00.xx	PC Programming Tool for use with v3.00 System software
N/A	PCPro v3.01.xx	PC Programming Tool with enhanced GUI for use with v3.00 System Software
New Hardware		
None		
New Associated Parts		
None		

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.

8 TECHNICAL DOCUMENTATION

The following Items have added/revised:

Description	Revision
SL1000 System Hardware Manual (English)	3.0
SL1100 System Hardware Manual (English)	3.0
SL1000_SL1100 Features & Specification Manual (English)	3.01
SL1000_SL1100 Programming Manual (English)	3.01
SL1000_SL1100 InMail Manual (English)	3.0

9 TECHNICAL COURSES

No new courses have been added.

10 DOCUMENT HISTORY

Date	Issue	Changes
14/12/2012	1	First Release

© Copyright 2010 NEC Unified Solutions B.V. Exclusively for use by NEC Unified channel partners
All rights are reserved. Reproduction whole or in part is prohibited without the written consent of the copyright owner.